



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

Blue Grass Clinic

CLIENT NAME

DARRIN

FIELD ENGINEER (FIRST NAME)

6-26-15

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel
- Hardware Support Personnel
- Care and Attention
- Overall Quality

Darrin is awesome and deserves a raise or a large amount on a gift card

Comments

* Register To Win—Return promptly to enter our monthly drawing for a free gift.



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MCF Advisors

CLIENT NAME

DARRIN

FIELD ENGINEER (FIRST NAME)

6-24-15

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel
- Hardware Support Personnel
- Care and Attention
- Overall Quality

Darrin goes over & above what is needed. Great person to work with. Always prompt & courteous!

Comments

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PERRY SCHNEIDER

CLIENT NAME

Steven

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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- Care and Attention
- Overall Quality

STEVEN IS THE BEST!

Comments

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Eye Associates of Danville
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
6-26-15
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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RATING PBSI'S OVERALL SERVICE

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

Darrin is always very helpful + courteous.

Comments

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Camden Medical
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
7-14-15
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel
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- Care and Attention
- Overall Quality

*Outstanding service as always!
Thank you so much!*

Comments

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Cincinnati Community
CLIENT NAME
Steven
FIELD ENGINEER (FIRST NAME)
June 29, 2015
DATE OF SERVICE
July 1, 2015

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel
- Hardware Support Personnel
- Care and Attention
- Overall Quality

*Steven is professional and knowledgeable and a pleasure to work with!
Thanks, Steven!!*

Comments

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MCF Advisors

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

7-10-15

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
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- Quality—Was your problem resolved completely?
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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- ~~Software Support Personnel~~
- Hardware Support Personnel
- Care and Attention
- Overall Quality

Helpful as always!

Comments

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Rockeye OB/GYN

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

7-6-15

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Care and Attention
- Overall Quality

You guys are Great! Kevin is the best!

Comments

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MCF (Washington)

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

7-1-15

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
- Courtesy—Were personnel friendly and courteous?
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- ~~Software Support Personnel~~
- Hardware Support Personnel
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- Overall Quality

Comments Helpful & efficient as always!



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had faint
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
6-10-15
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
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- Overall Quality

Comments

He is awesome

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Principled Health Care
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
6-7-15
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
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- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

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- Overall Quality

Comments

Kevin was very helpful and friendly and professional. most of all very knowledgeable.

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Corp Equip.
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
7-15-15
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
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Comments

Kevin

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Mt Auburn Neph
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

6-2
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

- | | EXCELLENT | GOOD | FAIR | POOR |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Scheduling—Was your service scheduled promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Timeliness—Did we do what we promised? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| X Courtesy—Were personnel friendly and courteous? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality—Was your problem resolved completely? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Were your questions & concerns answered thoroughly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

RATING PBSI'S OVERALL SERVICE

- | | EXCELLENT | GOOD |
|----------------------------|--------------------------|--------------------------|
| Software Support Personnel | <input type="checkbox"/> | <input type="checkbox"/> |
| Hardware Support Personnel | <input type="checkbox"/> | <input type="checkbox"/> |
| Care and Attention | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall Quality | <input type="checkbox"/> | <input type="checkbox"/> |

Dennis is always very professional + courteous.
Comments

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