



# 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.

PAUL J. JANSON MD PSC

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

6-22-16

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

HAD OUR SERVER COMPLETELY MOVED ACROSS THE OFFICE. OUR DOWN TIME WAS NOT LONG AT ALL. HE FINISHED UNDER 2 HRS!

Comments

AWESOME AS ALWAYS!!

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



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Valley

CLIENT NAME

DARRIN

FIELD ENGINEER (FIRST NAME)

6-8-18

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?

### RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

friendly, efficient, knowledgeable, by Dennis

Comments

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Ha Thien Le, MD Psc

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

6-23-16

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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### RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

Dennis was a huge help to me

Comments

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STAR Pediatrics  
 CLIENT NAME  
Dennis 6-17-16  
 FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- 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
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- Care and Attention
- Overall Quality

Dennis IS ALWAYS so helpful and such a nice guy  
 Comments thank you \* Register To Win—Return promptly to enter our monthly drawing for a free gift.

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Our Lady of The Rosary  
 CLIENT NAME  
Darrin 6-14-16  
 FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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EXCELLENT GOOD FAIR POOR

- Software Support Personnel
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- Care and Attention
- Overall Quality

As ALWAYS Darin came and very quickly solved all our  
phone system issues. We are always very happy with the service.  
 Comments \* Register To Win—Return promptly to enter our monthly drawing for a free gift.

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Bahrs Die & Stampings  
 CLIENT NAME  
Kevin 6-29-16  
 FIELD ENGINEER (FIRST NAME) 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

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

Kevin did the setup of the firewall offline then put it online  
and I didn't even notice the interruption.  
 Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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West Chester Peds  
CLIENT NAME  
Kevin  
FIELD ENGINEER (FIRST NAME) 7-13-16  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Overall Quality

Kevin is awesome!  
Comments Gina, RN Nurse Manager

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Chetna Mittal M.D.  
CLIENT NAME  
Kevin  
FIELD ENGINEER (FIRST NAME) 6-29-16  
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?
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### RATING PBSI'S OVERALL SERVICE

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

Great service. Fast & efficient as usual. Thank you!  
Comments Inda

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Roosevelt Surg  
CLIENT NAME  
Kevin  
FIELD ENGINEER (FIRST NAME) 6-29-16  
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?
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### RATING PBSI'S OVERALL SERVICE

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- Care and Attention
- Overall Quality

Kevin was very nice and helpful. He got in and out without disturbing patient flow.  
Comments

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Cincinnati Community

CLIENT NAME

Mikveh

Steven

FIELD ENGINEER (FIRST NAME)

June 21 2016

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

Steven Chick is reliably knowledgeable, courteous, and

a pleasure to work with. I appreciate his ability to look at the bigger picture & details alike.

Comments

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

Picture

Thanks!