



# 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.

*Cappel's*  
CLIENT NAME  
*Brad*  
FIELD ENGINEER (FIRST NAME)  
*0-27-17*  
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

*Brad was very knowledgeable. He made the transition seem easy, though I know it wasn't.*

Comments

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



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*Diplomat (Gov. Hill)*  
CLIENT NAME  
*Darwin*  
FIELD ENGINEER (FIRST NAME)  
*7-12-17*  
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

*Very nice transition*

*Becky*

Comments

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*Aubrey Ross*  
CLIENT NAME  
*Darwin*  
FIELD ENGINEER (FIRST NAME)  
*8-8-17*  
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

*Got THE "A" TEAM HERE!*

Comments

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Tri-state Pulmonary Assoc.  
CLIENT NAME

Dennis  
FIELD ENGINEER (FIRST NAME)

7-6-17  
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?

Server was down & PBSI was prompt and attentive to our needs!

Comments

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

### RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality



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Academy of Medicine - Theresa Adkins  
CLIENT NAME

Dennis  
FIELD ENGINEER (FIRST NAME)

7-6-17  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

Timeliness—Did we do what we promised? N/A

Courtesy—Were personnel friendly and courteous?

Quality—Was your problem resolved completely?

Were your questions & concerns answered thoroughly?

Was delivered (server) & worked once brought back. Next morning - did not work again - still networking as of 7/12/17

Comments

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### RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality



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Evelyn Buckeye Spine & Rehab  
CLIENT NAME

Dennis  
FIELD ENGINEER (FIRST NAME)

7-28-17  
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?

Dennis is Always very professional & courteous and very knowledgeable.

Comments

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

### RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality



# Customer Support Response Card <sup>26</sup>

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Ferrist Hills Prod. Service  
CLIENT NAME

DARRIN  
FIELD ENGINEER (FIRST NAME)

7-27-17  
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

Comments Did not feel the training was good. We did not get much training on how to use the phones.  
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Internist at Wyoming  
CLIENT NAME

DARRIN  
FIELD ENGINEER (FIRST NAME)

7.18.17  
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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- Software Support Personnel
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- Care and Attention
- Overall Quality

Comments DARRIN showed in full care of everything & explained me on what was happening! Awesome as usual. We love our PBSI support! How much does PBSI like us? We are ready to receive our prize! \* Thanks!  
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Assoc Eye Phys + Surgeons Inc  
CLIENT NAME

Dennis  
FIELD ENGINEER (FIRST NAME)

7 24-17  
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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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

- Software Support Personnel
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- Care and Attention
- Overall Quality

Comments Thank you for all your help!  
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DEAN DORTON

CLIENT NAME

Dennis

6-27-17

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?

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EXCELLENT GOOD FAIR POOR

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- Overall Quality

THANK YOU! DENNIS WAS GREAT!

Comments

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IRIT

CLIENT NAME

Brad

7-27-17

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?
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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

Great service + help solving own issues. Thank you + keep up the great work Brad!

Comments

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Christcare Pediatrics

CLIENT NAME

Darrin

6-26-17

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?
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- Overall Quality

Darrin did everything he could today Spectrum was unable to complete.

Comments

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Internists of Wyoming, LLC  
CLIENT NAME  
Dennis  
FIELD ENGINEER (FIRST NAME)  
6-28-17  
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

Comments: What can I say, Dennis is just awesome as is the entire staff in hardware support! We very much appreciate Adrian as well!  
We see you really do have a drawing! How we want to win again because we are such good customers!

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



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Cornie Ball, MD  
CLIENT NAME  
Dennis  
FIELD ENGINEER (FIRST NAME)  
7-25-17  
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

Comments: Excellent as always - Thank you!  
 Register To Win—Return promptly to enter our monthly drawing for a free gift.

15. We want to win this month!



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CLIENT NAME  
Dennis  
FIELD ENGINEER (FIRST NAME)  
7-27-17  
DATE OF SERVICE

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

Comments: Dennis is so awesome! Not only did he do his job for Dr. Eger, He also helped Dr. Marty AND all front staff going above & beyond!  
Got to LOVE PBSI Hardware support! Thanks Dennis & Adrian for your help!!  
 Register To Win—Return promptly to enter our monthly drawing for a free gift!



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Sikro

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

7-19-17

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

Only issue is when I call into 513-772-2255 - left on hold for 20 mins.

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