



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.

Brassler
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

7-9-18
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised? not sure
- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely? not sure
- Were your questions & concerns answered thoroughly?

RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

- Helpdesk Support Personnel
- Quality of Our Service
- Quality of Our Products

He was here 12:57-2:56 we are all unclear as to if the problem has been resolved. He adjusted "some things" but thinks the problem lies with the phone service. Problem doesn't happen at every call so unsure if resolved

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



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WinMed Pharmacy
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

7-12-18
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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

RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

- Helpdesk Support Personnel
- Quality of Our Service
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Darrin has been awesome to work with.

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Eye Associates of Danville
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

7-25-18
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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

RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

- Helpdesk Support Personnel
- Quality of Our Service
- Quality of Our Products

Excellent Service as always! Thank you!

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