



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.

Pomeroy & Rhodes
CLIENT NAME
Koel
FIELD ENGINEER (FIRST NAME)
5-19-15
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

always excellent service!!!

Comments

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



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Hilgford
H.M.H. M.D. INC.
CLIENT NAME
DARRIN
FIELD ENGINEER (FIRST NAME)
5-29-15
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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Darrin was only here to help a man of Computers & phones. He walked into a man's office Computers not working all. He fixed them.

Comments

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Dayton Ortho
CLIENT NAME
DARRIN
FIELD ENGINEER (FIRST NAME)
5-26-15
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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100 PBSI

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Comments

WES Smart Brad!!

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CLIENT NAME

MT Auburn

FIELD ENGINEER (FIRST NAME)

Dennis

DATE OF SERVICE

5-27-15

RATING PBSI'S OVERALL SERVICE

- Software Support Personnel EXCELLENT GOOD FAIR POOR
- Hardware Support Personnel EXCELLENT GOOD FAIR POOR
- Care and Attention EXCELLENT GOOD FAIR POOR
- Overall Quality EXCELLENT GOOD FAIR POOR

CLIENT NAME

Kavac, Inc.

FIELD ENGINEER (FIRST NAME)

Brad

DATE OF SERVICE

5-21-15