



## 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.

CLIENT NAME

*Roosevelt Surgical*  
*Dennis*

FIELD ENGINEER (FIRST NAME)

*6-26-18*

DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

- 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?

EXCELLENT GOOD FAIR POOR

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

*Great Service!!*

Comments



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



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CLIENT NAME

*Star Peds*  
*Kevin*

FIELD ENGINEER (FIRST NAME)

*6-21-18*

DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

- 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?

EXCELLENT GOOD FAIR POOR

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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### RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

*GOSH!!! We Miss you GUYS in Software*

Comments

*Grateful for the years we did have — Thank you — Growing*

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CLIENT NAME

*Win Med - CAA*  
*Darrin*

FIELD ENGINEER (FIRST NAME)

*6-25-18*

DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

- 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?

EXCELLENT GOOD FAIR POOR

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

*No, thank you for GREAT SERVICE!!*

Comments

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*DFS*

CLIENT NAME

*Darrin*

FIELD ENGINEER (FIRST NAME)

*6-13-18*

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

☐ ☒ ☐ ☐

*Help Desk turn around time seems long. Otherwise - satisfied.*

Comments

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CLIENT NAME

*Dennis*

FIELD ENGINEER (FIRST NAME)

*6-14-18*

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

☒ ☐ ☐ ☐

*Great job!*

Comments

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## Customer Support Response Card

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CLIENT NAME

*Dennis*

FIELD ENGINEER (FIRST NAME)

*6-7-18*

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

☒ ☐ ☐ ☐

*As always EXCELLENT !!!*

Comments

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Roosevelt Surgical  
CLIENT NAME  
Dennis  
FIELD ENGINEER (FIRST NAME)  
6-21-18  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

**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?

EXCELLENT GOOD FAIR POOR

☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐

### RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR  
Helpdesk Support Personnel ☒ ☐ ☐ ☐  
Quality of Our Service ☒ ☐ ☐ ☐  
Quality of Our Products ☒ ☐ ☐ ☐

Great Job!!  
Comments

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Healthy Businesses (Main)  
CLIENT NAME  
Darrin  
FIELD ENGINEER (FIRST NAME)  
6-18-18  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

**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?

EXCELLENT GOOD FAIR POOR

☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐

### RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR  
Helpdesk Support Personnel ☒ ☐ ☐ ☐  
Quality of Our Service ☒ ☐ ☐ ☐  
Quality of Our Products ☒ ☐ ☐ ☐

Phone lines were down due to Cincinnati Bell issue. PBSI was aware.  
Comments Thank you

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



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Roosevelt Surgical  
CLIENT NAME  
Dennis  
FIELD ENGINEER (FIRST NAME)  
6/7/18  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

**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?

EXCELLENT GOOD FAIR POOR

☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐

### RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR  
Helpdesk Support Personnel ☒ ☐ ☐ ☐  
Quality of Our Service ☒ ☐ ☐ ☐  
Quality of Our Products ☒ ☐ ☐ ☐

Great job!!  
Comments

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## Customer Support Response Card

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Balman Health and Wellness

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

6-28-18

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

☒ ☐ ☐ ☐

Comments

Awesome, thank you!

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



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Incl Paint

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

6-27-18

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

☒ ☐ ☐ ☐

Comments

Kevin was very professional + patient with Marty's questions!

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6-28-18

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**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

Helpdesk Support Personnel

☐ ☐ ☐ ☐

Quality of Our Service

☐ ☐ ☐ ☐

Quality of Our Products

☐ ☐ ☐ ☐

Comments

Dennis is always very professional + thorough!

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- 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 ☒ ☐ ☐ ☐

Comments

*Darvin installed new access points within limited time so we could resume patronage without delay.*  
*Darvin awesome!! This*

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- Quality of Our Service ☒ ☐ ☐ ☐
- Quality of Our Products ☒ ☐ ☐ ☐

Comments

*Best IT Company Around + BRAD IS EXCELLENT, PROFESSIONAL + always COURTESY*

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