



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.

Lumiere Healing Centers
CLIENT NAME
Steven
FIELD ENGINEER (FIRST NAME) 3-10-17
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

Steven was great, as usual!

Comments

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



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IRH
CLIENT NAME (M)
Brad
FIELD ENGINEER (FIRST NAME) 3-10-17
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 is excellent + we are very glad to have him as our go to person, in all of our needs at IRH. Moody Thomas, PhD.

Comments

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Industrial Paint
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME) 2-20-17
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Care and Attention
- Overall Quality

Monday morning blast turned to sunny skies! fixed quick! 3 broken printers ok now!

Comments

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Thanks Dennis + Ginger too!



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Buckeye Spine & Rehab

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

2-21-17

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

Kevin was very professional and prompt. He resolved the issue quickly and assisted with another computer we were having issues with.

Comments

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Connie Ball, MD

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

2-27-17

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

Wonderful! Always! 😊

Comments

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Solutions JJ Ball

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

3-1-17

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

Timeliness—Did we do what we promised?

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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

Hardware Support Personnel

Care and Attention

Overall Quality

We will miss this wonderful program when it is retired!

Comments

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Brockway OB/GYN
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
3-16-17
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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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

We love Dennis!

Comments



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Pomeroy & Rhoads
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
2-22-17
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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EXCELLENT GOOD FAIR POOR

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

WE LOVE KEVIN @ POMEROY'S OFFICE!

Comments

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Columbus East Int Med
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
2-21-17
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel
- Hardware Support Personnel
- Care and Attention
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Kevin solved a problem
no one else seemed to figure out.

Mark is great!

Comments

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- Quality—Was your problem resolved completely? EXCELLENT GOOD FAIR POOR
- Were your questions & concerns answered thoroughly? EXCELLENT GOOD FAIR POOR

Comments As Always, Dennis Provides excellent service for BSR

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

CLIENT NAME Buckley Spine & Rehab

FIELD ENGINEER (FIRST NAME) Dennis

DATE OF SERVICE 3-16-17

RATING PBSI'S OVERALL SERVICE

- EXCELLENT
- GOOD
- FAIR
- POOR



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- Quality—Was your problem resolved completely? EXCELLENT GOOD FAIR POOR
- Were your questions & concerns answered thoroughly? EXCELLENT GOOD FAIR POOR

Comments AS ALWAYS EXCELLENT

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

CLIENT NAME Assoc Eye Phys + Surgeons Inc

FIELD ENGINEER (FIRST NAME) Dennis

DATE OF SERVICE 3-22-17

RATING PBSI'S OVERALL SERVICE

- EXCELLENT
- GOOD
- FAIR
- POOR