



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.

Mr Auburn Nephrology
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

5-14-15
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

Steve do not have my QB transferred as of 5/18/15
Comments

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



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Edwin Carmouch
CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

5-19-15
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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Unexpected return, thank you
Comments

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Exair
CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

5-5-15
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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Yes, Kevin stayed around to make sure printer worked directly from PBSI
Comments

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Seven Hills Womens Health
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

5-12-15
DATE OF SERVICE

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Love Darrin!

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Killer Spots
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

4-21-15
DATE OF SERVICE

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Darrin is Always on point! Great Job! -Stool

Comments

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Montgomery Pk. Assoc.
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

5-19-15
DATE OF SERVICE

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Darrin, as always professional, knowledgeable and very informative. True asset to PBSI.

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Mt. Auburn Nephrology
CLIENT NAME
Darrin 5-19-15
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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THANKS AGAIN FOR THE WONDERFUL SERVICE!

Comments

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