



## 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.

*Ross vs. H. Surg. LA Assoc.*  
CLIENT NAME

*Darrin*  
FIELD ENGINEER (FIRST NAME)

*5-8-18*  
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?

☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐  
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☒ ☐ ☐ ☐  
☐ ☐ ☐ ☐

### RATING PBSI's OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

*TECH WAS WONDERFUL TODAY. ALWAYS GREAT SERVICE/PRICE.*

Comments

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



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*Our Lady of the Rosary*  
CLIENT NAME

*Darrin*  
FIELD ENGINEER (FIRST NAME)

*5-3-18*  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

**Scheduling**—Was your service scheduled promptly?

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☒ ☐ ☐ ☐  
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☒ ☐ ☐ ☐  
☒ ☐ ☐ ☐

### RATING PBSI's OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

*As ALWAYS Darrin provided excellent service! All of our questions were answered and we are very pleased with PBSI.*

Comments

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*Diversified Family Scl.*  
CLIENT NAME

*Kevin*  
FIELD ENGINEER (FIRST NAME)

*5-15-18*  
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

*N/A yet*  
Helpdesk Support Personnel ☐ ☐ ☐ ☐  
*N/A yet*  
Quality of Our Service ☒ ☐ ☐ ☐  
Quality of Our Products ☐ ☐ ☐ ☐

*Kevin was helpful & thorough in getting our transition started.  
- V. Roberts, DFS*

Comments

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

☒ ☐ ☐ ☐  
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### RATING PBSI'S OVERALL QUALITY

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

Comments

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

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

☐ ☐ ☐ ☒  
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### RATING PBSI'S OVERALL QUALITY

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

Comments

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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### RATING PBSI'S OVERALL QUALITY

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

Comments

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Internal Med Assoc.

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

5-23-18

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

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### RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

as always, Dennis solves our problems.

Ganet

Comments



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