



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

Kevin
FIELD ENGINEER (FIRST NAME)

5-15-19
DATE OF SERVICE

LET

RATING THIS SERVICE ENCOUNTER

	EXCELLENT	GOOD	FAIR	POOR
Scheduling—Was your service scheduled promptly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness—Did we do what we promised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy—Were personnel friendly and courteous?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality—Was your problem resolved completely?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your questions & concerns answered thoroughly?	<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	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Our Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Our Products	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Kevin is the best thing since sliced bread!

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



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CLIENT NAME

Steven
FIELD ENGINEER (FIRST NAME)

5/31/19
DATE OF SERVICE

Missy Hagan

RATING THIS SERVICE ENCOUNTER

	EXCELLENT	GOOD	FAIR	POOR
Scheduling—Was your service scheduled promptly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness—Did we do what we promised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy—Were personnel friendly and courteous?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Quality of Our Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Our Products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Steven always fixes what is broken & has helped allow for other issues & questions. Give him a thumbs up!

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CLIENT NAME

Brad/Kevin
FIELD ENGINEER (FIRST NAME)

5-1-19
DATE OF SERVICE

Mt. Auburn Nephrology

RATING THIS SERVICE ENCOUNTER

	EXCELLENT	GOOD	FAIR	POOR
Scheduling—Was your service scheduled promptly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness—Did we do what we promised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy—Were personnel friendly and courteous?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality—Was your problem resolved completely?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your questions & concerns answered thoroughly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RATING PBSI'S OVERALL QUALITY

	EXCELLENT	GOOD	FAIR	POOR
Helpdesk Support Personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Our Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Our Products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

BRAD was here also on 5/2/19 Excellent!

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



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Nes Do Chin M.D.
CLIENT NAME
Darvin
FIELD ENGINEER (FIRST NAME)
5/20/19
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? EXCELLENT GOOD FAIR POOR
- Timeliness—Did we do what we promised? EXCELLENT GOOD FAIR POOR
- Courtesy—Were personnel friendly and courteous? EXCELLENT GOOD FAIR POOR
- Quality—Was your problem resolved completely? EXCELLENT GOOD FAIR POOR
- Were your questions & concerns answered thoroughly? EXCELLENT GOOD FAIR POOR

RATING PBSI's OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

Darvin was very efficient and nice -
Nathan does need to work on his "people" skills, but he was OK.
Comments ★ Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Mt Auburn Nephrology
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
5/8/19
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? EXCELLENT GOOD FAIR POOR
- Timeliness—Did we do what we promised? EXCELLENT GOOD FAIR POOR
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RATING PBSI's OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

* Too many emails back + forth - Phone call would be better
Comments ★ Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Tristate Pulmonary Assoc.
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
5-16-19
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? EXCELLENT GOOD FAIR POOR
- Timeliness—Did we do what we promised? EXCELLENT GOOD FAIR POOR
- Courtesy—Were personnel friendly and courteous? EXCELLENT GOOD FAIR POOR
- Quality—Was your problem resolved completely? EXCELLENT GOOD FAIR POOR
- Were your questions & concerns answered thoroughly? EXCELLENT GOOD FAIR POOR

RATING PBSI's OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

Thanks for always being attentive to our needs.
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Cintech

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

5-28-19

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

Darrin was great

I waited on hold for a long time (multiple times) perhaps more techs or someone to assist them with calls.

Comments

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