



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

Darrin

FIELD ENGINEER (FIRST NAME)

11-25-19

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

Danielle & Darrin were a pleasure to deal with. Thx!

Comments

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



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CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

11-19-19

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?
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RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

MAJOR improvement over our last providers!! Thank you!!

Comments

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CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

11-20-19

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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- Quality of Our Service
- Quality of Our Products

We are pleased with Dennis' level of service and rest of team too.

Comments

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PBWM

CLIENT NAME

Darrin

11-1-12

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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RATING PBSI'S OVERALL QUALITY

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- Quality of Our Service
- Quality of Our Products

Thanks Darrin for all your help today!!

Comments

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Rentz

CLIENT NAME

Darrin

11-6-12

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Courtesy—Were personnel friendly and courteous?
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- Quality of Our Service
- Quality of Our Products

Darrin is great!

Comments

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Mt. Auburn Nephrology

CLIENT NAME

Steven

11/04/12

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Courtesy—Were personnel friendly and courteous?
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RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

great work always by Steven!

Comments

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Emerald Pds

CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

11-12-19
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Were your questions & concerns answered thoroughly?

RATING PBSI's OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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- Quality of Our Service
- Quality of Our Products

Always great customer service. - Donald Keller

Comments

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Mt Auburn Nephrology

CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

11-18-19
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Quality of Our Service
- Quality of Our Products

Great work Dennis

Comments

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