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Comments

## **Customer Support Response Card**

Danice Dule	(Dot Systems)
CLIENT NAME	0
Dennis	10-26-16
FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE

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

PBSI strives to provide the highest quality service possible. In	CLIENT NAME
evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it	Dennis 10-26-16
to PBSI? Thanks for your patronage and your opinion.	
7. 1	FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD FA	AIR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	EXCELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ Software Support Personnel ☑ ☐ ☐ ☐
Courtesy—Were personnel friendly and courteous?	☐ Hardware Support Personnel ☑ ☐ ☐
Quality—Was your problem resolved completely?	☐ Care and Attention
Were your questions & concerns answered thoroughly?	Doverall Quality
Everybody is always jours	wonderful a helph. I.
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RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD FA	DATING PROBLEM CONTRACT
Scheduling—Was your service scheduled promptly?	
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to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD FA	IR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	EXCELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ Software Support Personnel ☐ ☐ ☐
Courtesy—Were personnel friendly and courteous?	☐ Hardware Support Personnel ☐ ☐ ☐ ☐
Quality—Was your problem resolved completely?	Gare and Attention
Were your questions & concerns answered thoroughly?	Overall Quality

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  FIELD ENGINEER (FIRST NAME)  DATE OF SERVICE	<b>)</b>
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?	
Comments  Register To Win—Return promptly to enter our monthly drawing for a free gift.  Register To Win—Return promptly to enter our monthly drawing for a free gift.  Register To Win—Return promptly to enter our monthly drawing for a free gift.  Register To Win—Return promptly to enter our monthly drawing for a free gift.  Register To Win—Return promptly to enter our monthly drawing for a free gift.  Register To Win—Return promptly to enter our monthly drawing for a free gift.  CLIENT NAME  CLIENT NAME	rus.
you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.    AFFING THIS SERVICE ENCOUNTER   Excellent Good FAIR POOR   RATING PBSI'S OVERALL SERVICE	
Register To Win—Return promptly to enter our monthly drawing for a free gift.	

## **Customer Support Response Card**

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CLIENT NAME	
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FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE
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RATING THIS SERVICE ENCOUNTER	EXCELLENT	GOOD	FAIR	Poor	RATING PBSI'S OVERALL SERVICE				
Scheduling—Was your service scheduled promptly	· 🗖	ষ্				ELLENT		<del>-</del>	Poor
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