



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.

MIT Auburn
CLIENT NAME
Karin 11-22-17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

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

- Software Support Personnel EXCELLENT GOOD FAIR POOR
- Hardware Support Personnel EXCELLENT GOOD FAIR POOR
- Care and Attention EXCELLENT GOOD FAIR POOR
- Overall Quality EXCELLENT GOOD FAIR POOR

Comments Multiple request - 1st time not fixed Physicians without desktop & multiple weeks! Register To Win—Return promptly to enter our monthly drawing for a free gift.



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W Ind Plant
CLIENT NAME
Kevin 11-20-17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Software Support Personnel EXCELLENT GOOD FAIR POOR
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Comments Thanks Kevin! Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Int of Wyoming Ph
CLIENT NAME
Kevin 11-15-17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Care and Attention EXCELLENT GOOD FAIR POOR
- Overall Quality EXCELLENT GOOD FAIR POOR

Comments You all are the best here with such slow internet! We are upgrading over the globe we should win the drawing! 😊 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)
11-20-17
DATE OF SERVICE

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- Software Support Personnel
- Hardware Support Personnel
- Care and Attention
- Overall Quality

you know we took you all! we cant wait to get all internet issues fixed! Thanks for not giving up on us!
Comments
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Cincinnati Center for Psycho
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
11-16-17
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

Darrin is always helpful & polite
Comments
Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Bakali
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
11-15-17
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

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

Darrin did an excellent job however it took like ~~almost~~ more than 2 weeks to address the issue
Comments
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