



# 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.

TIM KLAPPER  
CLIENT NAME

Dennis 11-3-20  
FIELD ENGINEER (FIRST NAME) 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

DENNIS DID A GREAT JOB AND ANSWERED MY QUESTIONS  
Comments **Register To Win**—Return promptly to enter our monthly drawing for a free gift.



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Learn 2 Thrive  
CLIENT NAME

Steven 11/9/2020  
FIELD ENGINEER (FIRST NAME) 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

PBSI did a great jobs working to get our door back up and working the same day our issues started! Great Job!!  
Comments **Register To Win**—Return promptly to enter our monthly drawing for a free gift.