evalua you tal	Customer Support Response Castrives to provide the highest quality service poting service quality, your feedback is very importance a moment to complete the information below and Pranks for your patronage and your opinion.	ssible. In nt. Would	CLI	IENT L ELD E	NAME AND ENGINEER (FIRST NAME)	DATE:	OF SER	ラ ー/ VICE	13
5 - 1	RATING THIS SERVICE ENCOUNTER EXCELL	ENT GOOD	LUD D	e con	RATING PBSI'S OVE	EDALL S	SERVIO	`F	
Sahadi	lling—Was your service scheduled promptly?	ENI BOOD	FAIR F			ELLENT			Poor
	ess—Did we do what we promised?				Software-Support Personne	_	<del></del>		- G
	ess—bid we do what we promised? sy—Were personnel friendly and courteous?				Hardware Support Personne				
		A U			Care and Attention	<u>                                      </u>			
•	our questions & concerns answered thoroughly?				Overall Quality	নি		ī	
vvere y	our questions & concerns answered thoroughly?	, <b>x</b> -		u	Overall Quality	4	ال	ب	ريا
-	The Darrin a Raise								
Comme	nts	Regist	er To V	Win-	Return promptly to enter our mo	onthly dr	awing f	or a fre	e gift.
	*: / · * **								
	Customer Support Response Ca	ssible. In	CLIE	OI ENTI	ntgomery Pro	fes	S/(	pho	al
evaluat	rives to provide the highest quality service pos ng service quality, your feedback is very importan	ssible. In	CLIE	O I	ntgomery Pro				al
evaluat you tak	rives to provide the highest quality service pos	ssible. In	CLIE	ENT I	NAME /		マー	13	al
evaluat you tak	rives to provide the highest quality service posing service quality, your feedback is very important a moment to complete the information below and? Thanks for your patronage and your opinion.	ssible. In nt. Would d return it	1		NAME / / / / / / / / / / / / / / / / / / /	10 DATE O	ース - OF SER	/ICE	al
evaluat you tak to PBSI	rives to provide the highest quality service posing service quality, your feedback is very important a moment to complete the information below and? Thanks for your patronage and your opinion.  RATING THIS SERVICE ENCOUNTER  EXCELLE	ssible. In	1		NAME / CONTROL OF THE PROPERTY	DATE O	ラースー DF SERVICE	/ICE	
evaluat you take to PBSI Schedu	rives to provide the highest quality service posing service quality, your feedback is very important a moment to complete the information below and? Thanks for your patronage and your opinion.  RATING THIS SERVICE ENCOUNTER EXCELLE ing—Was your service scheduled promptly?	ssible. In nt. Would d return it	1	DOR	NAME /	DATE C	DF SERVICE	/ICE	Poor
evaluat you tak to PBSI Schedul	rives to provide the highest quality service posing service quality, your feedback is very important a moment to complete the information below and? Thanks for your patronage and your opinion.  RATING THIS SERVICE ENCOUNTER EXCELLE ing—Was your service scheduled promptly?	ssible. In nt. Would d return it	1	OOR	NAME  NGINEER (FIRST NAME)  RATING PBSI'S OVE  Exc  Software Support Personnel	DATE O	DF SERVICE GOOD	/ICE	Poor
evaluat you tak to PBSI Schedui Timeline Courtes	rives to provide the highest quality service posing service quality, your feedback is very important a moment to complete the information below and? Thanks for your patronage and your opinion.  RATING THIS SERVICE ENCOUNTER EXCELLE ing—Was your service scheduled promptly?  ess—Did we do what we promised?  y—Were personnel friendly and courteous?	ssible. In nt. Would d return it	1	OOR	NAME  NGINEER (FIRST NAME)  RATING PBSI'S OVE  Exc  Software Support Personnel  Hardware Support Personne	DATE O	DF SERVICE	/ICE	Poor
evaluate you take to PBSI Schedul Timeline Courtes Quality-	rives to provide the highest quality service posing service quality, your feedback is very important a moment to complete the information below and? Thanks for your patronage and your opinion.  RATING THIS SERVICE ENCOUNTER Excelled ing—Was your service scheduled promptly?  The personnel friendly and courteous?  Was your problem resolved completely?	ssible. In nt. Would d return it	1	OOR	NAME  NGINEER (FIRST NAME)  RATING PBSI'S OVE  Exc  Software Support Personnel  Hardware Support Personnel  Care and Attention	DATE O	DF SERVICE GOOD	VICE FAIR	Poor
evaluate you take to PBSI Schedul Timeline Courtes Quality-	rives to provide the highest quality service posing service quality, your feedback is very important a moment to complete the information below and? Thanks for your patronage and your opinion.  RATING THIS SERVICE ENCOUNTER EXCELLE ing—Was your service scheduled promptly?  ess—Did we do what we promised?  y—Were personnel friendly and courteous?	ssible. In nt. Would d return it	1	OOR	NAME  NGINEER (FIRST NAME)  RATING PBSI'S OVE  Exc  Software Support Personnel  Hardware Support Personne	DATE O	DF SERVICE GOOD	/ICE	Poor
evaluate you take to PBSI Schedul Timeline Courtes Quality-	rives to provide the highest quality service posing service quality, your feedback is very important a moment to complete the information below and? Thanks for your patronage and your opinion.  RATING THIS SERVICE ENCOUNTER EXCELLE ing—Was your service scheduled promptly?  Ses—Did we do what we promised?  y—Were personnel friendly and courteous?  —Was your problem resolved completely?  our questions & concerns answered thoroughly?	ssible. In nt. Would d return it	1	OOR	NAME  NGINEER (FIRST NAME)  RATING PBSI'S OVE  Exc  Software Support Personnel  Hardware Support Personnel  Care and Attention	DATE O	DF SERVICE GOOD	VICE FAIR	Poor



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.

Internists.	A Wurn	nna UC	
CLIENT NAME	0	J'	
Dennes		10-1-13	
FIELD ENGINEER (FIRST	NAME)	DATE OF SERVICE	

RATING THIS SERVICE ENCOUNTER	EXCELLENT	GOOD	FAIR	Poor	RATING PBSI'S OVERALL	<u>Servi</u>	<u>CE</u>	
Scheduling—Was your service scheduled promptly	?	g			EXCELLENT	GOOD	FAIR	Poor
Timeliness—Did we do what we promised?					Software Support Personnel			
Courtesy—Were personnel friendly and courteous?	र र्				Hardware Support Personnel			
Quality—Was your problem resolved completely?					Care and Attention			
ornautu tublit need		be			Overall Quality   Overall Qual		生-	
hud to make 20 cule	. Solfo	u	W	ے ب	received prompt 60	NHI	U S	to ALL
Comments up tablet.	X				Return promptly to enter our monthly d			ee gift.

Customer Support Response Ca	ard	<u>-</u>	6	) ( ) d	Taway Lots		UA	/	
PBSI strives to provide the highest quality service po evaluating service quality, your feedback is very importa you take a moment to complete the information below an to PBSI? Thanks for your patronage and your opinion.	nt. W	ould	(	1	AME  AME  AME  AME  AME  AME  AME  AME	1C DAT	2// E OF SE	O -	12
RATING THIS SERVICE ENCOUNTER EXCELL	LENT G	GOOD	FAIR	Poor	RATING PBSI'S OVE	RALI	L SERV	/ICE	
Scheduling—Was your service scheduled promptly?		X			Exc	ELLEN	T GOOD		Poc
Timeliness—Did we do what we promised?					Software Support Personnel		_		
Courtesy—Were personnel friendly and courteous?	A				Hardware Support Personne	el 🗀			
Quality—Was your problem resolved completely?		Ø			Care and Attention				<u>ן</u>
Were your questions & concerns answered thoroughly?		Ø			Overall Quality		) <b>g</b>		ן כ
Field Erginter (DArrin) WAS		Q Nv Regist	١ ١		ession	onthly	drawing	g for a f	free gi
PBSI strives to provide the highest quality service pose evaluating service quality, your feedback is very important you take a moment to complete the information below and	sible. t. Wou	uld	CLI	ENT N	Madison Ped	10	  u	13	
to PBSI? Thanks for your patronage and your opinion.			FIEI	D EN	GINEER (FIRST NAME)	DATE	OF SER	VICE	
RATING THIS SERVICE ENCOUNTER EXCELLER	NT GO	OD FA	NR Po	OOR	RATING PBSI'S OVER	ALL	SERVI	CE	
Scheduling—Was your service scheduled promptly?		3 (	J		Exce	LLENT	GOOD	FAIR	Poor
Timeliness—Did we do what we promised?		] [	J		Software Support Personnel				
Courtesy—Were personnel friendly and courteous?		3 (	J		lardware Support Personnel				
Quality—Was your problem resolved completely?	a j	7	J		Care and Attention				
Were your questions & concerns answered thoroughly?		<b>J</b> (			Overall Quality				
AN ARIVER OF					<i>y</i> .				
Comments	Reg	gister	To W	/in—F	Return promptly to enter our mont	thly dr	rawing f	or a fre	e gift.
ner.									

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

Sulveta OB	GYN .
CLIENT NAME	
Rob	10/17/13
FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE

FAIR POOR 

for a free gift.

to PBSI? Thanks for your patronage and your opinion.				FIELD ENGINEER (FIRST NAME)			JAIEU	ATE OF SERVICE		
RATING THIS SERVICE ENCOUNTER	EXCELLEN	т Go	OD F	AJR	Poor	RATING PBSI'S OVER	ALL S	ERVI	<u>CE</u>	
Scheduling-Was your service scheduled promptly?		<b>f</b> [	3			Excel	LENT C	GOOD	FAIR	Poor
Timeliness—Did we do what we promised?	5	<b>X</b> (	J			Software Support Personnel	本			
Courtesy—Were personnel friendly and courteous?	Ĵ	<b>3</b> . [	J			Hardware Support Personnel	区			
Quality—Was your problem resolved completely?	Ş	1 (	J			Care and Attention	X.			
Were your questions & concerns answered thoroug	hly? 🌹	X (	J			Overall Quality	X			
always a slesser.		_ 0	n	re (	24_					
					./		مصلم بالملة		C E_	an aift

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

PBSI sevalua you tal
to PBS
Schedi
Scriedi
Timelir
Courte
O 124

strives to provide the highest quality service possible. In ating service quality, your feedback is very important. Would

3-13
RVICE
-

you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME)  DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER  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?	AIR POOR RATING PBSI'S OVERALL SERVICE  EXCELLENT GOOD FAIR POOR  Software Support Personnel  Hardware Support Personnel  Our and Attention Overall Quality  Took Care of our
Comments Droblem ASAP! Register	<b>r To Win</b> —Return promptly to enter our monthly drawing for a free gift.
Customer Support Response Card  PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would	M. + chell Ede  CLIENT NAME
you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME)  DATE OF SERVICE
	AIR POOR RATING PBSI'S OVERALL SERVICE  EXCELLENT GOOD FAIR POOR  Software Support Personnel
Comments Register	r To Win—Return promptly to enter our monthly drawing for a free gift.
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.	Leaf thy Beg. 1/c/4  CLIENT NAME  LEVIN  FIELD ENGINEER (FIRST NAME)  DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD FA	
Scheduling—Was your service scheduled promptly?	EXCELLENT GOOD FAIR POOR  Software Support Personnel Ø □ □ □
Timeliness—Did we do what we promised?	Hardware Support Personnel 🕅 🗍 🗍 🗍
Courtesy—Were personnel friendly and courteous?	Care and Attention
Quality—Was your problem resolved completely?       □         Were your questions & concerns answered thoroughly?       □	Overall Quality
Kevin was great, and addressed the	e issue extrentey quick
Comments Registe	To Win—Return promptly to enter our monthly drawing for a free gift.

	$(\mathbf{x},\mathbf{x},\mathbf{x},\mathbf{x},\mathbf{x},\mathbf{x},\mathbf{x},\mathbf{x},$	•
Customer Support Response Card	LAL-PE ASSOCIO	ates
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)	10-16-12 DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD F	AIR POOR RATING PBSI'S OVE	RALL SERVICE
Scheduling—Was your service scheduled promptly?		CELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised? □, □	☐ ☐ Seitware Support Personnel	
Courtesy—Were personnel friendly and courteous?	☐ ☐ Hardware Support Personne	
Quality—Was your problem resolved completely?	☐ ☐ Care and Attention	ø o o o
Were your questions & concerns answered thoroughly?	Overall Quality	ø a o o
your service took was very fars	To mable and profess	wno - a
- pleasure to work with.		
Comments Registe	r.To.Win—Return promptly to enter our mo	nthly drawing for a free gift.
territoria de la companya de la com La companya de la co		
Customer Support Response Card	FUREY ROSE /6	reofely Seu
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.	CLIENT NAME	10/29/13
evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it	FIELD ENGINEER (FIRST NAME)	10/29/3 DATE OF SERVICE
evaluating service quality, your feedback is very important. Would	FIELD ENGINEER (FIRST NAME)	10/29/3 DATE OF SERVICE
evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it		
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.	AIR POOR RATING PBSI'S OVE	
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.  RATING THIS SERVICE ENCOUNTER	AIR POOR RATING PBSI'S OVE	ERALL SERVICE CELLENT GOOD FAIR POOR
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.  RATING THIS SERVICE ENCOUNTER  EXCELLENT GOOD F Scheduling—Was your service scheduled promptly?	AIR POOR RATING PBSI'S OVE	CERALL SERVICE CELLENT GOOD FAIR POOR
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.  RATING THIS SERVICE ENCOUNTER	AIR POOR RATING PBSI'S OVE	CERALL SERVICE CELLENT GOOD FAIR POOR
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.  RATING THIS SERVICE ENCOUNTER  Scheduling—Was your service scheduled promptly?  Timeliness—Did we do what we promised?  Courtesy—Were personnel friendly and courteous?	AIR POOR RATING PBSI'S OVE  Exc Software Support Personne Hardware Support Personne	ERALL SERVICE CELLENT GOOD FAIR POOR
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.  RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD F 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?	AIR POOR RATING PBSI'S OVE  Software Support Personnel Hardware Support Personnel Care and Attention	ERALL SERVICE CELLENT GOOD FAIR POOR
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.  RATING THIS SERVICE ENCOUNTER  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?  THANKS CAME  THANKS  THOMPS  THE TAMES T	AIR POOR RATING PBSI'S OVE  Software Support Personnel Hardware Support Personnel Care and Attention	ERALL SERVICE  CELLENT GOOD FAIR POOR  O O O O  O O  O O  O O  O O O  O O
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.  RATING THIS SERVICE ENCOUNTER  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?  THANKS CAME  THANKS  THOMPS  THE TAMES T	AIR POOR RATING PBSI'S OVE  Exc  Software Support Personnel  Hardware Support Personnel  Care and Attention  Overall Quality  Mostly  Mostly  Mostly	ERALL SERVICE  CELLENT GOOD FAIR POOR  O O O O  O O  O O  O O  O O O  O O
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.  RATING THIS SERVICE ENCOUNTER  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?  THANKS CAME  THANKS  THOMPS  THE TAMES T	AIR POOR RATING PBSI'S OVE  Exc  Software Support Personnel  Hardware Support Personnel  Care and Attention  Overall Quality  Mostly  Mostly  Mostly	ERALL SERVICE  CELLENT GOOD FAIR POOR  O O O O  O O  O O  O O  O O O  O O
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.  RATING THIS SERVICE ENCOUNTER  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?  Were your questions & concerns answered thoroughly?  Registe  Comments  Customer Support Response Card	AIR POOR RATING PBSI'S OVE  Exc  Software Support Personnel  Hardware Support Personnel  Care and Attention  Overall Quality  Mostly  Mostly  Mostly	ERALL SERVICE  CELLENT GOOD FAIR POOR  O O O O  O O  O O  O O  O O O  O O
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.  RATING THIS SERVICE ENCOUNTER  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?  Were your fuestions & concerns answered thoroughly?  Comments  Registe	RATING PBSI'S OVE  RATING PBSI'S OVE  Exc  Software Support Personnel  Hardware Support Personnel  Care and Attention  Overall Quality  To Win—Return promptly to enter our model	ERALL SERVICE  CELLENT GOOD FAIR POOR  O O O O  O O  O O  O O  O O O  O O

Customer Support Response Card	Vero Jac
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.	FIELD ENGINEER (FIRST NAME)  CLIENT NAME  10 - 7 - 13  DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD F	FAIR 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?	Overall Quality
Great	

Comments.

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

	_	1	
ď	1		
$\overline{oldsymbol{\cap}}$		ſ	

		_		/	/			
PBSI strives to provide the highest quality service possible. In	<u>e</u>	占	CLIENT NAME	Ш				
evaluating service quality, your feedback is very important. Would	Vould		Kesk	کے	2	51-8-0	~	K
to PBSI? Thanks for your patronage and your opinion.		THE STATE OF THE S	LD ENGIN	FIELD ENGINEER (FIRST NAME)	DATE	DATE OF SERVICE	VICE.	
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD FAIR POOR	G000	AIR P	OOR	RATING PBSI'S OVERALL SERVICE	ERALL S	SERVIC	μļ	
Scheduling—Was your service scheduled promptly?				ώ	EXCELLENT GOOD FAIR POOR	Good	FAIR	Poor
Timeliness—Did we do what we promised?			Sof	Software Support Personnel	<u></u>			
Courtesy—Were personnel friendly and courteous?			Ha Ha	Hardware Support Personnel	<u>⊿</u>			
Quality—Was your problem resolved completely?			Ca D	Care and Attention	<b>D</b> )			
Were your questions & concerns answered thoroughly?			Š	Overall Quality	D			
Dear.								
Comments	Regista	ar To \	<b>Vin</b> —Ret	Register To Win—Return promptly to enter our monthly drawing for a free gift.	onthly dr	awing fo	ora free	giff.

# Customer Support Response Card

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. PBSI strives to provide the highest quality service possible. In

DATE OF SERVICE FIELD ENGINEER (FIRST NAME) トといく CLIENT NAME

gift in	a free	wing for	Fuls (R) promptly to e	To Wilk	at sign		Amigative of hang ward applied correction of comments.  Register To V
□ Ž		0 p	Overall Quality ○ Consult				Were your questions & concerns answered thoroughly? 🗵 🗖 🗖 🖺
Ö			☐ Care and Attention				Quality—Was your problem resolved completely?
			☐ Hardware Support Personnel 区			K	Courtesy—Were personnel friendly and courteous?
			Software Support Personnel			X	Timeliness—Did we do what we promised?
SOOR	AIR P	3000 F	Character Continued Excellent Good FAIR POOR		Ø		Scheduling—Was your service scheduled promptly?
	. 13	E V C L	RAIING PDOIS OVERALL SERVICE	EXCELLENT GOOD FAIR POOR	0 7	5/ 5	KATING THIS SERVICE ENCOUNTER EXCELLE

Comments