



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.

Rob Johnston

CLIENT NAME

Steven

FIELD ENGINEER (FIRST NAME)

10-15-14

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

☒ ☐ ☐ ☐

Steve, was very courteous and prompt - excellent job! Thank you

Comments

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



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Suburban DB-64N

CLIENT NAME

Fain

FIELD ENGINEER (FIRST NAME)

10-15-14

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

☒ ☐ ☐ ☐

Thanks! Greg

Comments

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Star Peds

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

9-29-14

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

☒ ☐ ☐ ☐

Always Great Service - always very professional, courteous Thank you

Comments

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Bluegrass Clinic Stamford - J. Bremer
CLIENT NAME

DARRIN
FIELD ENGINEER (FIRST NAME)

9-22-14
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 ☒ ☐ ☐ ☐

Comments

Darrin is excellent. He is the most receptive/personable support person that I work with on a regular basis. You really should give him a raise, he's an asset to your company.
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Pomeroy MDs
CLIENT NAME

DARRIN
FIELD ENGINEER (FIRST NAME)

10-14-14
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 ☒ ☐ ☐ ☐

Comments

Thank you so much for all of your hard work!!
Register 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.

Eye Associates of Danville / USA
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

10-7-14
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 ☒ ☐ ☐ ☐

Comments

Dennis is always very helpful + knowledgeable.
★ Register To Win—Return promptly to enter our monthly drawing for a free gift.



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CLIENT NAME

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?

☒ ☐ ☐ ☐

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?

☒ ☐ ☐ ☐

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

we give Kevin an "A+" FOR WHEELCHAIR SITTING = AND FOR GETTING OUR SYSTEM UP AND RUNNING ASAP - NOW do we win?!

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.
→ IS THIS A PICTURE OF KEVIN?



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CLIENT NAME

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?

☒ ☐ ☐ ☐

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?

☒ ☐ ☐ ☐

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Although he is challenged by GPS technology - the lack of Mapudates in it - He is an outstanding example of Premier Customer Service.

Comments

Have you given him that rare

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I would like



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CLIENT NAME

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?

☒ ☐ ☐ ☐

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?

☐ ☐ ☐ ☐

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

monitor does not match other monitor - smaller or not Adjust

Comments

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Dot Sys.

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

10-15-14

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?

☒ ☐ ☐ ☐

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EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Why Did It Take Two Days To Get To Us?

Joe Johnson

Comments

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Seven Hills Church

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

9-26-14

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 was very kind and courteous. I have never called to make an appt like this before. He made what seemed to be a hard process very easy.

Comments

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Concordia Pk Hospital

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

10-20-14

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 was very patient with all our questions & concerns - very helpful

Comments

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CLIENT NAME: SAC, Mary Donna Sp...
FIELD ENGINEER (FIRST NAME): DARRIN
DATE OF SERVICE: 7-24-14

RATING THIS SERVICE ENCOUNTER

Scheduling—Was your service scheduled promptly? [X] EXCELLENT [] GOOD [] FAIR [] POOR
Timeliness—Did we do what we promised? [X] EXCELLENT [] GOOD [] FAIR [] POOR
Courtesy—Were personnel friendly and courteous? [X] EXCELLENT [] GOOD [] FAIR [] POOR
Quality—Was your problem resolved completely? N/A
Were your questions & concerns answered thoroughly? [X] EXCELLENT [] GOOD [] FAIR [] POOR
We were assessing new location. It's a work in progress.
Feedback not yet installed

Comments

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CLIENT NAME: Bobycote
FIELD ENGINEER (FIRST NAME): Steven
DATE OF SERVICE:

RATING THIS SERVICE ENCOUNTER

Scheduling—Was your service scheduled promptly? [X] EXCELLENT [] GOOD [] FAIR [] POOR
Timeliness—Did we do what we promised? [X] EXCELLENT [] GOOD [] FAIR [] POOR
Courtesy—Were personnel friendly and courteous? [X] EXCELLENT [] GOOD [] FAIR [] POOR
Quality—Was your problem resolved completely? [X] EXCELLENT [] GOOD [] FAIR [] POOR
Were your questions & concerns answered thoroughly? [X] EXCELLENT [] GOOD [] FAIR [] POOR
Steven was excellent. A class act and went beyond the original job to fix another issue! Will use again.

Comments

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