



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.

Al Bray Rose Foundation
CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

10-20-15
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

Arrived quickly. Fixed problems quickly.

Comments

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



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JOHN EASTER
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

ANDERSON MEDICAL BILLING
9-25-15
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

YOU HAVE A TREASURE IN DENNIS!!! He is very professional, personable, and intelligent. He relieved my stress and anxiety over this whole transition.

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Brad
CLIENT NAME

Brad
FIELD ENGINEER (FIRST NAME)

9-14-15
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
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- Care and Attention
- Overall Quality

Brad is courteous / Good Guy

Comments

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Dr. Hanshaw (come)

CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

9-24-15
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

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- Care and Attention
- Overall Quality

Dennis has always done an excellent job.

Comments

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Oct 20

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Dayton Orthopaedic

CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

9-22-15
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- 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

We love Dennis

Comments

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Healthy Beginnings

CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

9-23-15
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

He was extremely helpful! Very patient during our patient care, worked at a fast paced during our very busy schedule w/o complications. He was awesome!

Comments

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Kitzwiller
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

9-22-15
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Care and Attention
- Overall Quality

Darrin's great!

Comments



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Baus and Assoc
CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

9-21-15
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

Very professional + efficient

Comments

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DETT Hunter
CLIENT NAME

Steven
FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

Steven was prompt, Great job of explaining lighting issues

Comments

Found & used parts at house!

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Accu Lube

CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

10-19-
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

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

Kevin is always professional and very helpful. He is a great help.

Comments

Register To Win—Return promptly to enter our monthly drawing for