



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.

DEMIRJIAN (Remember me?)
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME) 9-21-16
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

PBSI IS FANTASTIC IN EVERY WAY DENNIS IS WONDERFUL
say hi to everyone from me.
Comments

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



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Stephen D. South
CLIENT NAME
Steven
FIELD ENGINEER (FIRST NAME) 10/5/10
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 N/A
- Hardware Support Personnel N/A
- Care and Attention
- Overall Quality

installation of Modem & Router that I had purchased.
Comments

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Esp Associates of Danville
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME) 10-19-16
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

As Always, Very friendly + helpful!
Comments

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Kaira and Retail MD's
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME) 9-22-16
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

Friendly and helpful

Comments

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Academy of Medicine
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME) 10-18-16
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 does a great job. Thanks Donna

Comments

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Cincinnati Metals
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME) 9-21-16
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 great, had a phone call w/ others in hardware support who were condescending & rude.

Comments

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Buckeye OB/OW
CLIENT NAME
Dennis 10-25-16
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 SERVICE

EXCELLENT GOOD FAIR POOR

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

Welcome Dennis! A Real gentleman.
Comments ★ Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Eye Associates of Danville
CLIENT NAME
Dennis 9-30-16
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 SERVICE

EXCELLENT GOOD FAIR POOR

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

Thank you!
Comments ★ Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Dr. Suzanne Pica
CLIENT NAME
Dennis 10-19-16
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 SERVICE

EXCELLENT GOOD FAIR POOR

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

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



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MWPS

CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

9-15-16
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

Dennis is awesome! Can't say enough good things about this guy! Does about his business & gets the job done!
Comments *And he's pretty cute!* Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Resonant Surgical And. Vicky

CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

9-16-16
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 very professional & take care of our problems
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Dr. David Merton

CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

10-3-16
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

Kevin was at a disadvantage as he was told to bring same battery that I returned stating it DID NOT fit. This call was wasted and we are still without a backup battery.
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Ted Lum M.D.
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME) 9-20-16
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 Kevin is a great technician. He always fixes our computer problems while dealing with our office craziness.

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Healthy Beginnings
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME) 9-13-16
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 Always very pleasant!

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Metro Pediatrics
CLIENT NAME
Darvin
FIELD ENGINEER (FIRST NAME) 9-28-16
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 He was a rock star!

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CLIENT NAME DOT SYSTEMS - JANICE

Dennis

9-29-16

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

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

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

we is still having problems with new computer - can't log in from home.

Comments



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