

PBSI 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.

Forrest S Kuhn MD
CLIENT NAME

Dennis 10-9-17
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

Comments

As always, you guys are great!

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

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Kalra + Retail
CLIENT NAME

Dennis 10-11-17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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Comments

Dennis is the best!

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Janice / Dot Systems
CLIENT NAME

Dennis 10-17-17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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Comments

Everyone is very good + gets problems solved.
Linger + Dennis are always great.

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INDUSTRIAL PAINT + SUPPLY

CLIENT NAME

Dennis

10-13-17

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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RATING PBSI'S OVERALL SERVICE

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- Overall Quality

Dennis is awesome! 😊 Ginger too! ❤️

Comments



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River City Mortgage

CLIENT NAME

Darrin

10-25-17

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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Darrin was easy to work with and he got our phone all set.

Comments



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King Bag

CLIENT NAME

Darrin

10-24-17

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

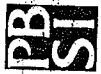
- Software Support Personnel
- Hardware Support Personnel
- Care and Attention
- Overall Quality

The tech. stuck around to make sure it was perfect, even after I told him it was "good enough." Awesome!

Comments

Shelley

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Made sure we were printing well on laser printer while ours is in the shop. Excellent! -76al

Comments

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King Borg
CLIENT NAME

DARRIN
FIELD ENGINEER (FIRST NAME)

10-4-17
DATE OF SERVICE

RATING PBSI'S OVERALL SERVICE

- EXCELLENT GOOD FAIR POOR
- Software Support Personnel EXCELLENT GOOD FAIR POOR
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- Care and Attention EXCELLENT GOOD FAIR POOR
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Bye! Best you'll all see the best we will miss

Comments

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D. Parry
CLIENT NAME

DARRIN
FIELD ENGINEER (FIRST NAME)

10-30-17
DATE OF SERVICE

RATING PBSI'S OVERALL SERVICE

- EXCELLENT GOOD FAIR POOR
- Software Support Personnel EXCELLENT GOOD FAIR POOR
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