



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.

Mt Auburn Heph
CLIENT NAME
Kevin 10-29-18
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 QUALITY

EXCELLENT GOOD FAIR POOR

- Helpdesk Support Personnel
- Quality of Our Service
- Quality of Our Products

Comments WONDERFUL, POLITE & FRIENDLY SERVICE! THANK YOU! Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Institute for Reproductive Health
CLIENT NAME
Brad 10-12-18
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 QUALITY

EXCELLENT GOOD FAIR POOR

- Helpdesk Support Personnel
- Quality of Our Service
- Quality of Our Products

Comments Brad did an excellent job getting our phones back online. He always provides top notch service! Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Cheryl Marty
CLIENT NAME
Internists of Wyoming
Dennis 10-25-18
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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- Quality of Our Service
- Quality of Our Products

Comments Dennis was terrific and so very patient with me in my dual roles while delivering my new computer. Thank you! Register To Win—Return promptly to enter our monthly drawing for a free gift.



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AIM MRO Holdings Jordan Dickey
CLIENT NAME

Steven 10/2/18
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

	EXCELLENT	GOOD	FAIR	POOR
Scheduling—Was your service scheduled promptly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness—Did we do what we promised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy—Were personnel friendly and courteous?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality—Was your problem resolved completely?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your questions & concerns answered thoroughly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RATING PBSI's OVERALL QUALITY

	EXCELLENT	GOOD	FAIR	POOR
Helpdesk Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Our Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Our Products	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

always nice to work with PBSI
Comments

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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.

Brad 9-28-18
CLIENT NAME FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

	EXCELLENT	GOOD	FAIR	POOR
Scheduling—Was your service scheduled promptly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness—Did we do what we promised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy—Were personnel friendly and courteous?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality—Was your problem resolved completely?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your questions & concerns answered thoroughly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RATING PBSI's OVERALL QUALITY

	EXCELLENT	GOOD	FAIR	POOR
Helpdesk Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Our Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Our Products	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Brad always does an excellent job helping us at IRH!
Comments

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



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IRH
DARRIN 10-2-18
CLIENT NAME FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

	EXCELLENT	GOOD	FAIR	POOR
Scheduling—Was your service scheduled promptly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness—Did we do what we promised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy—Were personnel friendly and courteous?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality—Was your problem resolved completely?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your questions & concerns answered thoroughly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RATING PBSI's OVERALL QUALITY

	EXCELLENT	GOOD	FAIR	POOR
Helpdesk Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Our Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Our Products	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Excellent Service as usual. Thank you, Marty, IRH
Comments

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Industrial Paint
 CLIENT NAME

Darrin 9-27-18
 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 QUALITY

EXCELLENT GOOD FAIR POOR

- Helpdesk Support Personnel
- Quality of Our Service
- Quality of Our Products

Comments Thank you for finally putting our fracked printer out of its misery (cc)

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