



# 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.

The Reg Gallery  
CLIENT NAME  
DARRIN 10-29-19  
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

ALWAYS KNOW DARRIN HAS US!!

Comments

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



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Mt. Auburn Nephrology  
CLIENT NAME  
Steven Dennis 10/18/19  
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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- Quality of Our Service
- Quality of Our Products

Steven Dennis both were very professional & connected

Comments

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SOUTHAM / TRUSTY Insurance  
CLIENT NAME  
Brad 10-14-19  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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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

TIM: PLEASE GIVE BRAD A PAY RAISE. HE AWESOME TO HAVE HERE!! 😊

Comments

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CLIENT NAME

Darrin Dennis  
FIELD ENGINEER (FIRSTNAME)

10-17-19  
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?
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### RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

Dennis is ALWAYS Super helpful!!

Comments

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CLIENT NAME

E.P.W.  
DARRIN  
FIELD ENGINEER (FIRSTNAME)

10/9-11/19  
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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### RATING PBSI'S OVERALL QUALITY

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- Quality of Our Service
- Quality of Our Products

Great job, Darrin & Crew!!!

Comments

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CLIENT NAME

Ren Jump and Play  
DARRIN  
FIELD ENGINEER (FIRSTNAME)

10-7-19  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Quality—Was your problem resolved completely?
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### RATING PBSI'S OVERALL QUALITY

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He fixed what he could - lead to correct spectrum for the rest

Comments

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*Pain Specialists of Cincinnati*

CLIENT NAME

*Darrin*

FIELD ENGINEER (FIRST NAME)

*10-28-19*

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?

*thanks again for your prompt service !!*

Comments

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*Deron Hoeflinger*

CLIENT NAME

*Steven*

FIELD ENGINEER (FIRST NAME)

*10/22/19*

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?

Comments

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*Steven always does a great job!*