



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.

CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

M A Falkes
DARRIN *10-17-20*

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

Excellent Service

Comments

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



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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

Means Adult Primary Care (Windsor)
DARRIN *10-5-20*

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

Great Service

Comments

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

Ross v. H. Surg. v. H. A.
DARRIN *10-6-20*

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

Great Job!!

Comments

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Markert Family Pro
CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

10-6-20
DATE OF SERVICE

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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

Thank you for helping us to "speed" up the WIFI!

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



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Jenice Diel - Dot Systems
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

10-22-20
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 very good and right on any problems we have. Would recommend you to anybody.

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MVPS
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

10-23-20
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

Dennis once again gets 10 stars! ★★★★★★★★★★

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Mt Auburn Nephrology
CLIENT NAME
Dennis 10-15-20
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

Dennis is always very polite and professional
Comments

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