



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.

Buckeye DB/64N
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
8-24-15
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

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?

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

We Love Dennis. He can visit us anytime.

Comments

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



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Bio Rx
CLIENT NAME
DARRIN
FIELD ENGINEER (FIRST NAME)
8-28-15
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

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?

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

Darrin is great to work with. This was a complicated install and he made it easy and seamless.

Comments

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DAVID BARTHOLD
CLIENT NAME
Steven
FIELD ENGINEER (FIRST NAME)
DATE OF SERVICE

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SOFTWARE UPGRADE CAUSED 740P VS 1080P PROBLEMS WITH MARANTZ RECEIVER.

Comments

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Roosevelt Surgical
CLIENT NAME
Dennis 9-14-15
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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- 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

They were right here & fixed all our problems

Comments

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Roosevelt Surg. Assoc
CLIENT NAME
Kevin 9-15-15
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

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- Software Support Personnel
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- Care and Attention
- Overall Quality

Great turn around time!!

Comments

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Steve & Pat South
CLIENT NAME
Steven
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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- Quality—Was your problem resolved completely?
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EXCELLENT GOOD FAIR POOR

- Software Support Personnel
- Hardware Support Personnel
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Steven did a great job & will return w/ other things we didn't know we needed

Comments

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METROMEDICAL

CLIENT NAME

KEITH

8.17.15

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

KEITH IS ALWAYS HELPFUL & THOROUGH - YOU GUYS GOT HERE QUICKLY & WE APPRECIATE THAT

Comments

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Metro Medical

CLIENT NAME

Darin

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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Courtesy—Were personnel friendly and courteous?

Quality—Was your problem resolved completely?

Were your questions & concerns answered thoroughly?

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EXCELLENT GOOD FAIR POOR

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

The team you sent was amazing & took great care of us!!!

Comments

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Inst of Wyoming

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

9-15-15

DATE OF SERVICE

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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 plays well with others! Very professional & explained the issue.

Comments

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Interests of beginning
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
DATE OF SERVICE
9-8-15

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

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EXCELLENT GOOD FAIR POOR

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

Comments *Kevin was great & got everything set up for us! Always great service from PBSI! However, we are still waiting to win our free gift!!*

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Frasse
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
DATE OF SERVICE
9-14-15

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EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
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Comments

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ELP
CLIENT NAME
Darwin
FIELD ENGINEER (FIRST NAME)
DATE OF SERVICE
9-11-15

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- Timeliness—Did we do what we promised?
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- Overall Quality

Comments *DARWIN - IS GREAT! THX - Jh.R. Co*

Comments

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EastSide Family
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
8-19-15
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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- Timeliness—Did we do what we promised?
- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely?
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- Hardware Support Personnel
- Care and Attention
- Overall Quality

Comments Although we have numerous issues w/ our system, the support personnel are very helpful.
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Computer Care
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
9-4-15
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?
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- Software Support Personnel
- Hardware Support Personnel
- Care and Attention
- Overall Quality

Comments yes until computer is looked at
Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Berkeley OB/SYN
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
8-12-15
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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- Software Support Personnel
- Hardware Support Personnel
- Care and Attention
- Overall Quality

Comments FXI - choose us & we might quite calling you up here. We do it just to be a win!
Dennis was great as always.
Register To Win—Return promptly to enter our monthly drawing for a free gift.