



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.

Ins For Reprod Health
CLIENT NAME
Brad
FIELD ENGINEER (FIRST NAME)
8-24-17
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

Brad - Always does a great job helping us out at IPN.
Thank you, Mazdy

Comments

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



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Bocleye OB/GYN
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
8-28-17
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

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We Love Dennis.

Comments

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Assoc Eye Phys + Surgeons INC
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
8-25-17
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Care and Attention
- Overall Quality

As always PBSI goes above + beyond !!!

Comments

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Madison Peds

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

9-13-17

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?

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- Overall Quality

Always Perfect ☺ - Matthew

Comments

413292

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Trusty Trs. Wilmington P

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

9/11/17

DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Quality—Was your problem resolved completely?
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- Overall Quality

DARRIN WAS AWESOME! THANKS FOR ALL YOU DO!

Comments

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Reliance Medical

CLIENT NAME

DARRIN

FIELD ENGINEER (FIRST NAME)

9-13-17

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
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It took 3 days to get this scheduled after the initial call, but Darrin was great & it is working perfectly for now

Comments

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G.T. Industria
CLIENT NAME

DARVIN
FIELD ENGINEER (FIRST NAME)

8-2
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

| | | | | | | | |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|-------------------------------------|--------------------------|
| Scheduling—Was your service scheduled promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | EXCELLENT | GOOD |
| Timeliness—Did we do what we promised? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Software Support Personnel | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Courtesy—Were personnel friendly and courteous? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Hardware Support Personnel | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Quality—Was your problem resolved completely? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Care and Attention | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Were your questions & concerns answered thoroughly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Overall Quality | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Very courteous. Thank you!

Comments

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