



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.

IRH
CLIENT NAME
Dennis/Darrin 9-18-19
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

Dennis + Darrin did a great job setting up our new computer & scanners. We appreciate how thorough they are! Thank you! Maddy + IRH
Comments

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



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Learn 2 Thrive - Lillian Wms
CLIENT NAME
Steven 9/19/19
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

Steven did a great job. He kept me informed & updated.
Comments

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INDUSTRIAL PAINT + SUPPLY, INC.
CLIENT NAME
Dennis 9-16-19
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

Dennis is always prompt, professional and a pleasure to work with!
Comments

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