



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.

Ma Heuss and Mathews
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

9-3-20
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

Thanks so much !!

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



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Walther EMC
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

9-2-20
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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Dennis has been our primary account rep for over a year now. Does a terrific job on a wide variety of IT challenges. Everyone else at PBSI provides excellent customer service as well.

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Mr. Dues I
CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

9-1-20
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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EXCELLENT GOOD FAIR POOR

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- Quality of Our Products

Kevin did a great job. Fast turn around.

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