



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.

Con Ortho Cern
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME) *8-16-16*
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER	EXCELLENT	GOOD	FAIR	POOR
Scheduling—Was your service scheduled promptly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness—Did we do what we promised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy—Were personnel friendly and courteous?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality—Was your problem resolved completely?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your questions & concerns answered thoroughly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RATING PBSI'S OVERALL SERVICE	EXCELLENT	GOOD	FAIR	POOR
Software Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hardware Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care and Attention	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Quality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The response time was excellent
evaluation of situation was spot on and resolved quickly. TY
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Dr. Schweitzer
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME) *8-22-16*
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER	EXCELLENT	GOOD	FAIR	POOR
Scheduling—Was your service scheduled promptly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness—Did we do what we promised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy—Were personnel friendly and courteous?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality—Was your problem resolved completely?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your questions & concerns answered thoroughly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RATING PBSI'S OVERALL SERVICE	EXCELLENT	GOOD	FAIR	POOR
Software Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hardware Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care and Attention	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Quality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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



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Kalra and Rafael M. D.'s
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME) *Aug 15*
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER	EXCELLENT	GOOD	FAIR	POOR
Scheduling—Was your service scheduled promptly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness—Did we do what we promised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy—Were personnel friendly and courteous?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality—Was your problem resolved completely?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your questions & concerns answered thoroughly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RATING PBSI'S OVERALL SERVICE	EXCELLENT	GOOD	FAIR	POOR
Software Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hardware Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care and Attention	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Quality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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



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E-town Phys for Women
CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

9-14-16
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

Always courteous & prompt

Comments

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

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Perry & Debra Schneider
CLIENT NAME

Steven
FIELD ENGINEER (FIRST NAME)

8/15/16
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

Steven continues to provide outstanding excellence. He is professional, smart, and kind. He also makes me feel that he cares about our

Comments

ISSUES!

at home

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E.P.W.
CLIENT NAME

DARRIN
FIELD ENGINEER (FIRST NAME)

8-25-16
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

Comments

Excellent as always!



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Kitz Miller

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

8-22-16

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

Thanks for being prompt - Lm

Comments

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Customer Support Response Card

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William J Kesser MD

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

9-7-16

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

Dennis as always was awesome!

Comments

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Customer Support Response Card

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Springborn Pediatrics - Ellie Carter

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

9-7-16

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

Thank you for the quick response + support!

Comments

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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.

William J Kessler MD
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

9-13-16
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

Excellent as always!

Comments

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Customer Support Response Card

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Miami Valley
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

8-31-16
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 was very nice & fixed my problem until I thank you!

Comments

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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.

Midwest EQ
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

8-22-16
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

still working on it.

Comments

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



Customer Support Response Card

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Midwest EQ
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME) 8-26-16
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

Comments TOO FEW HARDWARE SUPPORT PEOPLE ON PLANTS
 Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Dot Systems
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME) 8-16-16
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

Comments Great talking with you, I have better insight now! See you soon
 Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Roosevelt Surgical
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME) 8-16-16
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

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