



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.

Exair

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

8-28-12

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! We really appreciate it! Pam

Comments

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



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Keller Williams (Bellbrook)

CLIENT NAME

Darrin/Rob

FIELD ENGINEER (FIRST NAME)

8-21-12

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

Darrin & Rob were excellent @ the install. Very helpful and easy to talk with. Explained everything I asked. Awesome job!

Comments

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Healthy Beginnings

CLIENT NAME

Mike

FIELD ENGINEER (FIRST NAME)

8-1-12

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

Mike was so AMAZING. He came & was able to see where the problem was (in bell line) & he fixed it. THANK YOU MIKE!!

Comments

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CLIENT NAME

7 Hills Church - Tewksbury
Dennis
FIELD ENGINEER (FIRST NAME)

8/23/12
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

Always very kind & helpful!
Comments 00

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CLIENT NAME

Ryder
Darrin
FIELD ENGINEER (FIRST NAME)

Dee Smith
8-14-12
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

Darrin is always a pleasure. His professionalism and attention to detail are unmatched. He is very approachable and truly cares about his clients.
Comments

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CLIENT NAME

Catholic Residential Services
Darrin
FIELD ENGINEER (FIRST NAME)

7/31/12
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

So far so good. Keep up the great work! Thanks
Comments

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Red Card
CLIENT NAME
Kevin 8-6-12
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

Kevin was great like always! Kevin is like Bugs Lightyear. He goes to "INFINITY & BEYOND"!!!! Thanks Kevin!

Comments

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Mt. Auburn Nephrology
CLIENT NAME
Kevin 8-13-12
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

Always excellent work & extremely friendly!

Comments

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CINCINNATI GI/MIKE GLAVEN
CLIENT NAME
Dennis 7-26-12
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

DENNIS SETS AN EXCELLENT EXAMPLE OF THE QUALITY, EXCELLENCE AND COURTESY THAT PBSI AFFORDS ITS CUSTOMERS! THANKS DENNIS!

Comments

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South Dayton Acute Care
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

8-13-12
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

Excellent work as always!

Comments

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Thomas Percy
CLIENT NAME

Mike
FIELD ENGINEER (FIRST NAME)

4-21-12
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

Mike did a great job - explained everything + was very friendly + courteous. Good job!

Comments

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Egan
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

7-24-12
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

Very Professional!

Comments

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Dr. Hanshaw

CLIENT NAME

Mike

FIELD ENGINEER (FIRST NAME)

8-22-12

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

Very helpful and thorough

Comments

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MAXX Medical, Inc

CLIENT NAME

Rob

FIELD ENGINEER (FIRST NAME)

8/16/12

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

Rob is terrific!

Comments

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Pulmonary Medicine of Dayton

CLIENT NAME

Darwin

FIELD ENGINEER (FIRST NAME)

8-22-12

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

Always great!

Comments

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Red Card

CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

8-21-12
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

Fast & friendly service !!

Comments

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Camden Med

CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

7-25-12
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

As always, Kevin was great!! Always takes care of us with no issues. So friendly!!

Comments

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Dr. Roehll

CLIENT NAME

Mike
FIELD ENGINEER (FIRST NAME)

8-16-12
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

Always Excellent Service!!

Comments

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MV Plastic Surgeons

CLIENT NAME

Rob

FIELD ENGINEER (FIRST NAME)

8/16/12

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 job ROB!

Also thanks to Mark in Software support for all of his help!

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Dr. Alu

CLIENT NAME

Darwin

FIELD ENGINEER (FIRST NAME)

8-13-12

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Comments

Don't know yet

I didn't have any questions

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