



# 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.

King Bag + Mfg. Co.  
Mary Lyarger

CLIENT NAME

Ryan

FIELD ENGINEER (FIRST NAME)

11-28-12

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?

Nice smooth installation of New PC

### RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Comments

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



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Denz

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

12-4-12

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?

Always a Gentleman

### RATING PBSI'S OVERALL SERVICE

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Commings & Brown

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

12-3-12

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?

All questions were taken care of on date above.

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G/S Goldschmidt  
CLIENT NAME

Mike/Brad  
FIELD ENGINEER (FIRST NAME)

11-26-12  
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

Both were great to work with!

Comments

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G/S Goldschmidt  
CLIENT NAME

Darrin  
FIELD ENGINEER (FIRST NAME)

11-30-12  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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EXCELLENT GOOD FAIR POOR

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

HUNG IN THERE WITH US - DIDN'T GIVE UP - GREAT CUSTOMER SERVICE!

Comments

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Herrmann Services  
CLIENT NAME

Darrin  
FIELD ENGINEER (FIRST NAME)

11-19-12  
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 for the great support

Comments

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Seven Hills Womens  
CLIENT NAME

Darvin 11-24-12  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

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- Scheduling—Was your service scheduled promptly?
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- Overall Quality

*PBSI Phones were not set correctly on Thursday 11-22 and Friday 11-23. After leaving many messages, I went on line and got an 800 number and finally got someone to return my call. We had a frustrating 7 days before Darvin was needed. Once Darvin was notified, he fixed the problem with respect.*

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Head & Neck  
CLIENT NAME

Kevin 12-28-12  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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Comments He did a great job!

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Associates of Anderson Obstetrics & Gynecology  
Anderson Office Park  
8074 Beechmont Ave.  
Cincinnati, Ohio 45255

CLIENT NAME

Rob 12/3/12  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

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*Rob fixed our problem very quickly and made sure no one else had any problems before he left. Thanks*

Comments

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Pediatric Cardiology

CLIENT NAME

Dennis! Kevin! 12/10/12

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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these guys give great hugs!! And other things too?!? (great new pc's)

Comments

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Mont Prof. Assoc

CLIENT NAME

Kevin

11-26-12

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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- Overall Quality

AS ALWAYS prompt, professional, patient and excellent in all areas. Thank you!

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Susan McElroy-Marcus

CLIENT NAME

Mike

11-19-12

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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Thank you so much! You went above and beyond! After a few more calls

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Mt Auburn Neph  
CLIENT NAME  
Rob 12/11/12  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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had to wait a day while computer was unusable

Comments

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