



# 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.

CLIENT NAME \_\_\_\_\_

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

(Few) or (No) Cards received this month due to COVID-19 site visit limitations

Comments

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