



# 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.

HUSA Michelle K.  
CLIENT NAME  
Brad 7-5-12  
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

Brad always Rocks!

Comments

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



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Int Med of Clenden Co.  
CLIENT NAME  
Kevin 7-2-12  
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 solved all of our problems and with such patience. THANKS JANIT

Comments

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Thomas Percy M.D.  
CLIENT NAME  
Mike 7-5-12  
FIELD ENGINEER (FIRST NAME) 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

Just want you to know that Mike + Ryan do AWESOME work! They were quick & efficient! Love everyone in Hardware but these 2 deserve a special award!

Comments

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CLIENT NAME

*Dennis*

FIELD ENGINEER (FIRST NAME)

*Roger H. Prince MD 65017*

*7-2-12*

DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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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

*Always there when we need you*

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



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CLIENT NAME

*Brad*

FIELD ENGINEER (FIRST NAME)

*Kavac INC*

*6-26-12*

DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

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Quality—Was your problem resolved completely?

Were your questions & concerns answered thoroughly?

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Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Comments

*WE @ "Smart BEAD"*

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CLIENT NAME

*Darrin*

FIELD ENGINEER (FIRST NAME)

*University Center for Psychoanalysis*

*6-26-2012*

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 + Friendly!*

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

**PB** Customer Support Response Card

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Assoc Eye Phys  
CLIENT NAME

Rob/Dennis  
FIELD ENGINEER (FIRST NAME)

7/18/12  
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!!

Comments

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**PBSI** Customer Support Response Card

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Ted Lem  
CLIENT NAME

Kevin  
FIELD ENGINEER (FIRST NAME)

7-10-12  
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

\*Kevin was very courteous and quick to install my new monitor

Comments

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**PBSI** Customer Support Response Card

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Bressler  
CLIENT NAME

Rob  
FIELD ENGINEER (FIRST NAME)

7/12/12  
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?
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- 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

You guys have been excellent thanks.

Comments

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*Madison Pediatrics/MD*  
CLIENT NAME  
*Mike*  
FIELD ENGINEER (FIRST NAME) *6-26-12*  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- 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 wonderful job - Good Guy!*  
Comments

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*Kerkas Rating*  
CLIENT NAME  
*Darrin*  
FIELD ENGINEER (FIRST NAME) *7-19-2012*  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

*Great job. Dan R*  
Comments

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*Kaivac INC*  
CLIENT NAME  
*Ryan*  
FIELD ENGINEER (FIRST NAME) *7-11-12*  
DATE OF SERVICE

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- Care and Attention
- Overall Quality

*Thanks Ryan & ☺*  
Comments

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Ped. Cardoso  
CLIENT NAME

Mike 7-11-12  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Woo Hoo! Magic Mike! Great Dancing with those cables!  
Comments

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Assoc Eye Phys.  
CLIENT NAME

Dennis 7-11-12  
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Hardware Support Personnel

Care and Attention

Overall Quality

Always GREAT!!! 😊  
Comments

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