



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.

Percy
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
6-25-02
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 was very professional - gave me all instructions needed. Great job!

Comments

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



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Cum den Meed.
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
6-18-12
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

Fixed an ugly problem for us! Kevin was awesome as usual in explaining all! Thanks so much!

Comments

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Seven Hills Womens Health Center
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
5-30-12
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Quality—Was your problem resolved completely?
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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

Darrin is the best!

Comments

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Neurosurgical Care, Inc.
CLIENT NAME
Dennis 6-25-12
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?
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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

We love Dennis!

Comments

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Dr. Kuhn
CLIENT NAME
Mike 6-5-12
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

You are all great... software or hardware!

Comments

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Forrest S. Kuhn, MD
CLIENT NAME
Dennis 5-31-12
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

You guys are great!

Comments

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Thomas Percy
CLIENT NAME
Kevin 5-30-12
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Timeliness—Did we do what we promised?
- Courtesy—Were personnel friendly and courteous?
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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

Kevin did a wonderful job - Got my Computer back & upgraded everything within a few minutes! Awesome job! Thank you so much Ray Cool! You're the best - Also Janet was so helpful getting the tablet ready for me in case they couldn't fix my Computer!

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Paul McLaughlin, M.D.
CLIENT NAME
Rob 5/24-25/12
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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- Software Support Personnel
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- Overall Quality

You all always take care of us everytime we call - even if it's something pathetic. Thank you to Ray Cool, Rob O'Flaherty, and Linda... Fairshinda (859) 498-3029

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Red Card
CLIENT NAME
Kevin / Mike 5-29-12
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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- Hardware Support Personnel
- Care and Attention
- Overall Quality

Kevin - sorry we made u miss T-time & Mike thanks for fixing DECOD!
Thank you too! Have we told u we love PBSI !!!

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EGAN CLINIC

CLIENT NAME

Mike

FIELD ENGINEER (FIRST NAME)

6-21-12

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

Very Polite & Smart!

Comments

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Forest Kuhn M.D.

CLIENT NAME

Mike

FIELD ENGINEER (FIRST NAME)

6-25-12

DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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~~Software Support Personnel~~

Hardware Support Personnel

Care and Attention

Overall Quality

You guys & gals are great!

Comments

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Associated Eye Phy.

CLIENT NAME

Mike

FIELD ENGINEER (FIRST NAME)

6-6-12

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! Perfect.

Comments

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Dermatology Specialist of N. Ky.
CLIENT NAME

Dennis 6-7-12
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

Lower end a very old computer with a very small screen.
Comments

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Godfrey, Godfrey Eklund PSC
CLIENT NAME

Mike 6-9-12
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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EXCELLENT GOOD FAIR POOR

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- Care and Attention
- Overall Quality

Printer + Scanner was not connected when he left + we had to call + have tech walk us through installing ourself.
Comments

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