



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

Buckys OBOYN
Darvin
FIELD ENGINEER (FIRST NAME)

3-21-13
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

Darvin is a saint for working with us. When phones first went in we were PIA's but Darvin never took it personal and has always been a true gentleman when working with us.

Comments Go Darvin!

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



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CLIENT NAME

Ind. Foot & Ankle
Kevin
FIELD ENGINEER (FIRST NAME)

3-19-13
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 Fast, friendly service 😊

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CLIENT NAME

Caro Pediatric
Mike
FIELD ENGINEER (FIRST NAME)

2-26-13
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 

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H.M.H., MD.

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

2-28-2013

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

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Software Support Personnel

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Care and Attention

Overall Quality

Comments: *Thanks for all you do! M.H.H.*

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Dr. Kuhn

CLIENT NAME

Mike

FIELD ENGINEER (FIRST NAME)

3-1-13

DATE OF SERVICE

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Scheduling—Was your service scheduled promptly?

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Care and Attention

Overall Quality

Comments: *Everyone there is great!*

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Springboro Peds

CLIENT NAME

Mike

FIELD ENGINEER (FIRST NAME)

2-26-13

DATE OF SERVICE

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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: *Mike is a very nice young man - But - very soon he might still be nice, but he will be the old man ^{Ha!} Very good service Thanks Jean 😊*

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Academy of Medicine

CLIENT NAME

Brad

FIELD ENGINEER (FIRST NAME)

3-11-13

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

The services is always great!

Comments

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Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

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Comments

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Our body of the Rosary

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

3-8-13

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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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

As always - Darrin took care of ALL problems & answered ALL questions!
Thanks so much - Clare Towe

Comments

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Our Lady of the Rosary
CLIENT NAME

Darrin/Rob 2-15-13
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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- 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

A quick and seamless phone installation - Couldn't ask for more. Thanks to Darrin and all involved with this process.

Comments Clare Towle

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Seven Hills Dbgyn (Boud. not)
CLIENT NAME

DARRIN 3-4-13
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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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 did a great job for us, as always!

Comments

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Midwest Equipment
CLIENT NAME

Rob 3/5/13
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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- Overall Quality

As usual - you guys rock!

Comments

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CORPORATE EQUIPMENT CO

CLIENT NAME

Ryan + Brad

3/12 + 3/13

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Comments

GREAT JOB ON COMPUTER INSTALL/UPGRADE

Ben Ketchum

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