



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.

Accounting
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME) *10-31-12*
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 Satisfied w/ Service

Comments

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



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Keller Williams (Main)
CLIENT NAME
DARRIN
FIELD ENGINEER (FIRST NAME) *11/14/12*
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

THANKS DARRIN! AS ALWAYS YOU SAVED MY DAY!

Comments

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GES Goldschmidt
CLIENT NAME
DARRIN
FIELD ENGINEER (FIRST NAME) *11-12-2012*
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
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RATING PBSI'S OVERALL SERVICE

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- Overall Quality

Went over & beyond what was requested of him - very helpful!

Comments

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Bio Rx
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

10-25-12
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Overall Quality

Darrin is great!

Comments

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HN87
CLIENT NAME

Brad
FIELD ENGINEER (FIRST NAME)

10-31-12
DATE OF SERVICE

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Reading Family
CLIENT NAME

Rob
FIELD ENGINEER (FIRST NAME)

11/2/12
DATE OF SERVICE

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GREAT JOB! THANKS FOR THE prompt RESPONSE to our "CRISIS". I really appreciate the help & understanding - DAN

Comments

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Head and Neck
CLIENT NAME

Mike 10-16-12
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

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- Hardware Support Personnel
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- Overall Quality

I do have a question for Mike if he could call me
I would appreciate it. Thank you Jenny 859-283-6050

Comments

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Pediatric Associates
CLIENT NAME

Darrin Excellent! 10-28-12
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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Response Time at all-time low in Not like the PBSI I used to know.

Comments

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mt Auburn Nephrology
CLIENT NAME

Dennis 11-1-12
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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- Overall Quality

Dennis was great. Did the job 100%
this was the 2nd trip to complete the request

Comments

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Ped. Card: 0

CLIENT NAME

MIKE

10-25-12

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

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Hardware Support Personnel

Care and Attention

Overall Quality

Comments

Thanks for being so helpful to us legal + pcs. (D)

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Assoc Eye + Phoenix both

CLIENT NAME

Dennis

11-1-12

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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Comments

(Smiley face drawing)

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Walter Roenu MD

CLIENT NAME

Dennis

10-22-12

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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Courtesy—Were personnel friendly and courteous?

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

Thanks for Everything!!

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DRS. Godfrey & EKlund
CLIENT NAME
Rob 10/25/12
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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- Overall Quality

Comments Did a great job!

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CVS - Pediatric Cardiology
CLIENT NAME
Kevin 11-19-12
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Overall Quality

Comments Kevin notes fact that Joni is not important but she does know where the crystal discs.

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Jerry W. Connors
CLIENT NAME
Kevin 11-20-12
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

Comments Efficient & Congenial - pleasure to have in the office

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