

Survey Responses from support cases of mine

(Note: These are their word-for-word responses pasted)

"Matt was very helpful and provided the steps necessary to accomplish our objectives. We were able to test in the demo environment and he set up production as well. The beauty of the system is the ability to customize that being said it takes times to work through the nuances when making changes and Matt was very knowledgeable and guided the process with expertise."

"Matthew Lambert is fantastic!"

"Matthew gave very clear directions on how to fix the issue we were having"

"Matt was Great! Professional and friendly."

"I get great feedback and information when i communicate with VSI. I especially appreciate Tim, Rebecca and Matthew. Very prompt or reach out to let me know they will let me know when they will get back to me. "

"MATT LAMBERT IS THE BEST IN THE BUSINESS!"

"Matt is always willing to go the extra mile to help. He is very responsive and explains things in detail. I love working with Matt"

"Matthew was very quick to respond and provided thorough details which led to a resolution."

"Matt was great as usual. He always goes above and beyond. He takes the time to email descriptions with pictures and make it very simple to follow."

"Matt was great. Very helpful, fast and efficient. 10's for Matt."

"ROCKSTAR STATUS!

Mathew was incredibly thorough during our call—truly exceptional. Before I could even ask a question about changes we made, he was already explaining how they would function and what they would impact. His guidance was clear, his knowledge impressive, and his explanations of how the system communicates were easy to

understand. I genuinely hope I'm able to work with him again on my next issue."

Matt is AMAZING!!!! Very helpful and patient

Matthew was great! Created a clear video for me to follow and responded quickly

The KB can be a bit technical to apply specific instances we are trying to obtain a resolution for. Matthew's screencast was great and he explained how to fix in laymans terms that were easy to follow and did in fact fix our issue

No suggestions, this was top notch as always! Matt clearly found the problem, listed the steps to get it fixed, and even included screenshots of what i was looking for. Because retrac is such a beast of a program it's easy to forget to check specific things. In this case i didnt even consider the daily processing profile when looking into my problem. I really appreciate you always getting back to me with an easy to implement answer!

Matthew Lambert was amazing and went above and beyond to ensure my issues were resolved. He was patient and really wanted to help. Excellent customer service

Matthew L was great! He was so helpful and took the time to explain everything and check everything out. He was super patient and had solutions to all my issues. His customer service is amazing I had never spoken to an agent that was that helpful

Matthew was quick to respond and to find a solution to our problem! I appreciate how both Karissa, through the chatbot, and then her initiation of the support ticket, to Matthews swift reply and solution was seamless! Thank you

Matt was so patient, understanding and thorough. I appreciate it.

Matt Lambert was extremely helpful and walked me through the process. This is helpful for when I come across it in the future.

Matthew was great!

Matthew Lambert was great

Always a pleasure working with Matt Lambert; takes me through the resolution in real time

Matthew is amazing. I have had a few pain-points over the last month that have been elevated to him. He is super helpful, patient and informative. I love that everytime he provides assistance I feel like I just walked out of class and now have the knowledge to troubleshoot the issue in the future. He is extremely patient as well.

Matthew was amazing. He is a great resource. He covered everything I was having trouble with. It was a quick turn around time between placing the ticket for assistance and him reaching out so we can get something on the calendar

Nope - Matthew L was perfect. 5 stars.

Matthew was very patient and helpful. He took the time to assist me and made sure I received the reports I needed. Great service!

MATT LAMBERT IS ELITE!

I submitted a support ticket last week and Matt responded immediately with an email and phone call. I was able to get in touch with him in a very timely manner. City of Racine has not been able to connect using the Vermont Systems remote system, therefore, I asked if we could do a quick teams meeting. He created a teams meeting and I was able to share my screen as he walked me through the steps to resolve the issue. He was very knowledgeable, professional and polite, good listener and easy to communicate with. At the end of the call, he mentioned that if I needed anything I could reach out anytime. Today, I had a very HOT item that was due and was having issues with a report not running correctly. He jumped on to teams again with me and was able to walk me through the steps needed to resolve the issue. He was willing to help and did so in a

very timely manner. I also asked for some suggestions on training staff and he provided the resources from Vermont Systems training library. I am very lucky to have established this working relationship with Matt, I hope he is able to pursue his career goals with Vermont Systems, even if that means graduating from Support Services. Vermont Systems is also lucky to have such a great asset as Matt on their team working directly with their customers.

Matthew was great and explained in detail very well. Thank you!

Matt Lambert's attention to detail and communication is unmatched

Matt was great!!!

Matt was awesome! He took time to explain where & why the disconnect happened, how to correct it in writing and visually, and what we can do in the future. I am very grateful for his attention to detail. All of his work was done in a timely manner. Thank you!

Matthew was knowledgeable and very professional and took just enough time to find out how we were setup and then executed the solutions very efficiently. He also took time to listen to my questions and was patient with me.

Matthew L was great! Very helpful and patient.

Matthew Lambert is super helpful

Matthew L was extremely helpful - Answered the question quickly and with great instructions, including extra links for further details. It worked great! THANK YOU!

Matt was wonderful. He understood what we were trying to do and walked us through the scenarios on how to fix our problem. He made sure everything worked as it should. When it did not work as we

thought he hopped back on and had a simple fix to make our check-in work. We appreciate his hard work

Matthew saved the day .. I didn't save his screencast he created last month so he re-created it for us just in time for our demo presentation next Monday

Matthew was great in helping resolve this issue. He sent a recording of the rules needing to be built as well as a follow up call before closing the case

Wonderful Matthew Lambert created a video of how we were going to resolve the problem

Matthew sent an email promptly after the ticket was created. He had the solution in the email, but also offered to discuss further if needed. I appreciated the quick response and easy solution!

Matthew was awesome!

Matt gave us a fantastic solution and the screen cast makes it so much easier to understand and refer back to :) Thank you for your time Matt!

Thank you Matthew for all your help!

Multiple people were involved with this ticket so I am grateful to the entire VSI team. Special thanks to Matt L for following through and fixing the issue with a video tutorial as well.

Thank you Matthew for all your help with this! I appreciate your professionalism and knowledge and was able to resolve my issues quickly!! Thank you!!!

Thank you Matthew for all your help, and your quick response to my issue and made sure that the issues were completely resolved. I appreciate all the help and time it took!

Matthew was AMAZING. Thank you so much :)

Matthew sent me a how-to video to add a day pass and then helped afterwards to help rearrange the order. He was a tremendous help

Matthew was great!

Matthew Lambert - did an excellent job assisting me with the copy button I needed added back. Very professional

Matthew did an excellent job answering my questions and adding a facility on the super grid. Very knowledgeable and worked quickly explaining things as he went.

Thank you Matthew for the speedy solution for my screen design question!

Matt was a big help in this issue and went above and beyond to solve it. We tried so many solutions and couldn't figure it out. I thought we would not be able to have this fee work and then I was overjoyed with an email this morning that Matt had figure it out. His screencast was helpful and I was able to adjust all our programs so we do not have the issue anymore. So far, everything has been working smoothly from that fix.

Matthew Lambert was SO HELPFUL and called right away, answered all our questions, gave additional insight to the topic, and followed up with more information the next day. SO helpful. THANKS!!

Matt was wonderful to work with; he took the time to help me make the additional super-grid for our Pickleball courts after making the one for the Tennis courts. He went out of his way to help

Matt was wonderful, he helped me make these super-grids that I needed in such a fast time span. He was very knowledgeable and took time to even write out the instructions for what he just did. I really appreciate his efforts.

Matthew was very helpful and kind, a very positive representative of your company!

Matthew provided a screencast giving simple step-by-step instructions that were easy to follow and totally comprehensive.

I was late to the meeting, but Matt was very kind and understanding, thank you!

Matt was extremely helpful! I wouldn't have been able to fix these passes without his help. Thank you!

Matthew totally rocks! He knew the right questions to ask to make sure he could assist me with my need. Resolution was literally quickly addressed, and the screencast provided allowed me to complete the steps myself... best way to learn. Thank you Matthew and VSI!!

We turned in a ticket Friday afternoon after we went live with CardConnect etc. Started a chat as well and Matthew L replied quickly. Support team never called back so Matthew L had to call us after he was done with Chats at 4:00pm. Matthew did great.

As always, VERY impressed with your support. Matt was wonderful!

Matthew fixed my problem very quickly, very professional and knowledgeable on the RecTrac system

Matthew was extremely helpful and very professional. I was confident that he could solve the hardware issue we've been having and did so quickly and efficiently

Matt did some changes on the padding on the splash page. Lesson learned (and I should have thought to try...) in that the monitor size or resolution can dictate that. I have a 27" monitor in my office, and it's still off-centered a bit BUT is absolutely perfect on monitor at home. So it looks great and gives me food for thought! Thank you!!!

Matthew was very helpful. Now if that issue happens again, I can take care of it myself.

Matthew was awesome.

Many thanks to Matt. That's been a stubborn problem in the past. Much appreciated!

Thanks to Matt!!!!

Matthew was very patient with all my questions. I'm fairly well-versed in admin changes in RecTrac, more than a novice user. With that knowledge, I was able to make the changes he talked me through.

Matthew Lambert did a great job helping Blacksburg Parks and Recreation with a Household problem. He is very knowledgeable and quickly advised the problem and how we can look it up in the future as well. GREAT employee you have.