

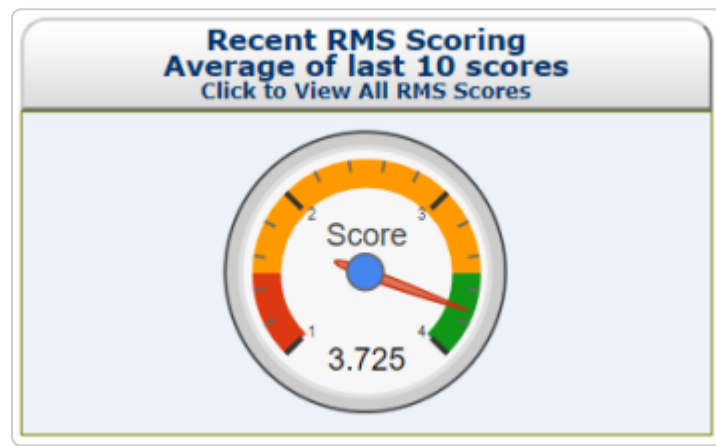
Rate My Service (RMS)

Feature

Real-time feedback, personal dashboards, and a culture of continuous improvement

Epic's **Rate My Service** feature gives organisations a simple yet powerful way to collect customer feedback—right from the email signature. Whether it's internal or external service, RMS turns everyday interactions into opportunities for recognition, responsiveness, and refinement.

It's not just about ratings—it's about building trust, celebrating great service, and catching issues before they escalate.



Personal RMS Dashboard

Key Functions

- **Email Signature Integration:** Staff copy and paste a personalised RMS link into their email signature. Every recipient can rate the service they received—no login, no friction.
- **Customisable Questionnaires:** Administrators design RMS campaigns with tailored questions per business unit. You can even include a photo and job title to bring “Names & Faces” into the feedback experience.
- **Live Feedback Reports:** Ratings are captured instantly and displayed in a personal dashboard for the individual and their manager. The home screen shows the average of the last 10 ratings—perfect for quick motivation or coaching.
- **Alert Boundaries:** Set upper and lower thresholds to trigger automatic alerts. Managers are notified immediately when a very high or very low rating is received—enabling real-time response.
- **Internal vs External Feedback Separation:** Use affiliation settings to distinguish between internal and external customer feedback—ideal for service teams, support desks, or cross-functional roles.
- **Automatic Thank-You Messages:** Every rating triggers a customisable thank-you note, reinforcing appreciation and professionalism.
- **Standardised Signatures:** RMS also offers a chance to unify email signatures across the organisation—whether or not the feedback link is included.