Rate My Service (RMS)

Feature

Hear from customers every day.

A rating link in every email signature.

The Problem

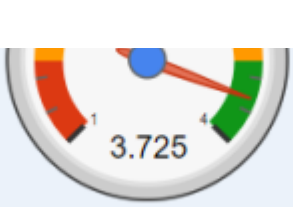
Traditional customer surveys are infrequent and rigid, giving only a snapshot in time. There’s no simple way for customers to rate an individual interaction, so great service goes unrecognised and problems surface late – sometimes as public complaints.



What Changes

Feedback on everyday interactions, not once a year	Great service recognised, issues caught early	A consistent, professional email signature for everyone





How it works

What you get	How Epic does it
Email signature integration	Staff add a personalised RMS link to their signature – customers rate with no login and no friction
Customisable questionnaires	Campaigns with tailored questions
Personal RMS	Ratings shown instantly to the individual and their manager, with the average of the last

dashboard	10 scores on the home screen
Alert boundaries	Managers alerted immediately when a rating is very high or very low
Internal vs external feedback	Affiliation settings separate internal and external customer ratings
Automatic thank-you	Every rating triggers a customisable thank-you note
Standardised signatures	Unify email signatures across the organisation, with or without the RMS link

"From snapshots to service momentum."