

Safelite Referral CSR Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What do you hear before a call starts?**
 - A. Ring**
 - B. Beep**
 - C. Silence**
 - D. Whisper**

- 2. What is the default status used when available?**
 - A. Busy, Outbound**
 - B. Available**
 - C. Away**
 - D. Meeting**

- 3. How is a provider added to the system?**
 - A. Email the administrator with provider details**
 - B. Call shop then ask job coach for authorization to add to system**
 - C. The system auto-adds providers**
 - D. Use online form to request addition**

- 4. What color is error message on SV2?**
 - A. Red**
 - B. Blue**
 - C. Yellow/Orange**
 - D. Green**

- 5. How many chips can Safelite repair before replacement is required?**
 - A. 1 chip**
 - B. 3 chips; anything more needs a replacement**
 - C. 2 chips**
 - D. 4 chips**

- 6. When does Collision Coverage apply?**
 - A. Applies when the damage is not caused by a collision.**
 - B. Only covers glass damage.**
 - C. Applies only when there is theft.**
 - D. Applies when the damage is caused by a collision.**

- 7. Which truck type has no extra space behind the front seats?**
- A. Crew Cab Truck**
 - B. Standard Truck**
 - C. Extended Cab Truck**
 - D. Double Cab Truck**
- 8. On SV2, which feature allows you to locate a specific parent?**
- A. Start Button on SV2**
 - B. Client Scripts on SV2**
 - C. Find Button on SV2**
 - D. My Referrals on SV2**
- 9. What do we have to verify when it comes to duplicate claims?**
- A. VIN and License Plate**
 - B. Color and Location**
 - C. Year, Make, Model of vehicle and Date of Loss**
 - D. Claim Number**
- 10. Which status is used during after-call processing?**
- A. On queue**
 - B. Meal**
 - C. Available**
 - D. Busy, ACW**

Answers

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1. D
2. B
3. B
4. A
5. B
6. D
7. B
8. B
9. C
10. D

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Explanations

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1. What do you hear before a call starts?

- A. Ring
- B. Beep
- C. Silence
- D. Whisper**

The key idea here is the pre-call cue used in many call-center setups. A brief Whisper is a short audio message that only the agent hears before the customer is connected. It's used to give the agent context, instructions, or notes about the upcoming call without the customer hearing it, helping them prepare and handle the interaction more smoothly. The other sounds aren't about pre-call guidance: Ring signals the call is trying to connect, a Beep is a tone used for prompts in the workflow, and Silence means no audio, which isn't a designed pre-call cue.

2. What is the default status used when available?

- A. Busy, Outbound
- B. Available**
- C. Away
- D. Meeting

The main idea is that Available is the indicator used to show you can take on new work. In a CSR workflow, statuses tell the system and teammates whether you're ready to handle a customer or task. When you're free, switching to Available communicates that you're ready for new calls or referrals, so routing and workload balancing can assign you something new. Other statuses convey you're not free right now: Busy or Outbound suggest you're already engaged with something that might take precedence; Away means you're temporarily away from the desk; Meeting shows you're occupied in a scheduled session. Because of that, they aren't used as the default when you're ready to help. Keeping the default as Available helps ensure smooth queuing and accurate staffing.

3. How is a provider added to the system?

- A. Email the administrator with provider details
- B. Call shop then ask job coach for authorization to add to system**
- C. The system auto-adds providers
- D. Use online form to request addition

This item tests the process and controls around adding a provider into the system, emphasizing that proper authorization is needed before a new provider is granted access. In this workflow, a request to add a provider must go through the shop and receive authorization from a job coach. This step creates accountability and ensures the provider's details are correct and approved before anything is entered into the system. That's why asking the shop to obtain job coach authorization before adding the provider is the best fit. Directly emailing the administrator skips the structured approval path, which can lead to inconsistencies or unauthorized entries. Having the system auto-add providers eliminates checks entirely, risking incorrect data and potential security issues. Using an online form to request addition might be part of some processes, but without the required authorization from the shop and job coach, it doesn't satisfy the need for formal approval before provisioning access.

4. What color is error message on SV2?

- A. Red**
- B. Blue
- C. Yellow/Orange
- D. Green

Error messages are color-coded to convey urgency and required action. Red signals a fault that must be fixed before moving forward. On SV2, the error message is shown in red so technicians immediately recognize a problem that blocks progress. This matches common UI conventions—green for success, blue for information, yellow/orange for warnings—ensuring critical issues get attention quickly and reducing the chance of overlooking faults during repair.

5. How many chips can Safelite repair before replacement is required?

- A. 1 chip
- B. 3 chips; anything more needs a replacement**
- C. 2 chips
- D. 4 chips

Safelite uses a practical rule for deciding repair versus replacement: up to three chips can be repaired, but anything more means a replacement is recommended. Each repair fills the damaged area with resin to restore visibility and prevent crack growth, but it doesn't restore the glass to its original strength. With three or fewer chips, a repair can usually protect the windshield from spreading cracks and keep the vehicle safe to drive. If there are four chips, the damage is too spread out for a reliable repair, increasing the risk of future cracks and compromising safety and visibility, so replacement is the safer option.

6. When does Collision Coverage apply?

- A. Applies when the damage is not caused by a collision.
- B. Only covers glass damage.
- C. Applies only when there is theft.
- D. Applies when the damage is caused by a collision.**

Collision coverage is the part of auto insurance that pays for damage to your own vehicle when it's involved in an impact. It applies whenever the damage comes from a collision with another vehicle or object, such as crashing into a car, a guardrail, a pole, or the ground during a rollover. It doesn't cover damage that happens without a collision—things like theft, weather-related damage, or vandalism are handled by other coverages (like comprehensive or glass coverage). So the reason this is the right choice is that collision coverage specifically kicks in for impacts, not for non-collision events.

7. Which truck type has no extra space behind the front seats?

- A. Crew Cab Truck**
- B. Standard Truck**
- C. Extended Cab Truck**
- D. Double Cab Truck**

In pickup truck design, the amount of space behind the front seats depends on the cab configuration. A standard (often called regular) cab is built with two doors and no rear seating, so there's no extra space behind the front row. In contrast, crew cab, extended cab, and double cab versions include a rear seating area (and sometimes more doors), which creates usable space behind the front seats. Because of that, the truck type with no extra space behind the front seats is the Standard Truck.

8. On SV2, which feature allows you to locate a specific parent?

- A. Start Button on SV2**
- B. Client Scripts on SV2**
- C. Find Button on SV2**
- D. My Referrals on SV2**

Locating a specific parent in SV2 is most effectively done with Client Scripts on SV2. These scripts let you define precise search criteria and run targeted lookups within the system, so you can pull up the exact parent record you need—by ID, name, email, or other fields—quickly and consistently. This is especially useful in a CSR workflow where you may need to confirm details, link a parent to a referral, or pull up related history without wading through generic searches. Other options don't fit as well. The Start Button isn't a search tool, so it won't help you locate records. A general Find Button would provide a basic search, but it lacks the ability to apply specific, reusable criteria or automate the lookup in a way that Client Scripts can. My Referrals is about viewing referral records, not finding a parent directly.

9. What do we have to verify when it comes to duplicate claims?

- A. VIN and License Plate**
- B. Color and Location**
- C. Year, Make, Model of vehicle and Date of Loss**
- D. Claim Number**

The main idea is to tie the claim to a specific incident and vehicle so you can spot duplicates. Verifying the vehicle's year, make, and model along with the date of loss gives a clear, time-stamped identity for the car involved and the exact incident. This combination lets you check against existing records to see if a claim for the same loss has already been filed, preventing duplicate submissions or conflicting information. Color or location aren't reliable enough on their own to confirm identity or timing, and VIN and license plate, while strong identifiers, aren't always available or correctly recorded in every interaction. A claim number isn't useful for preventing duplicates because it isn't assigned until a claim exists.

10. Which status is used during after-call processing?

- A. On queue**
- B. Meal**
- C. Available**
- D. Busy, ACW**

During after-call processing, agents need to be unavailable for new calls while finishing up tasks tied to the just-handled interaction. The Busy, ACW status signals that you are still occupied with after-call work and should not be routed another person to assist until those tasks are complete. This helps keep call handling organized and ensures accurate follow-up, notes, and record updates are completed before taking another call. In contrast, on queue means you're waiting in line for the next call, meal means you're on a break, and available means you're ready to take a new call. The Busy, ACW status specifically communicates you're not accepting new calls because you're in after-call work.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://safelitereferralcsr.examzify.com>

We wish you the very best on your exam journey. You've got this!

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