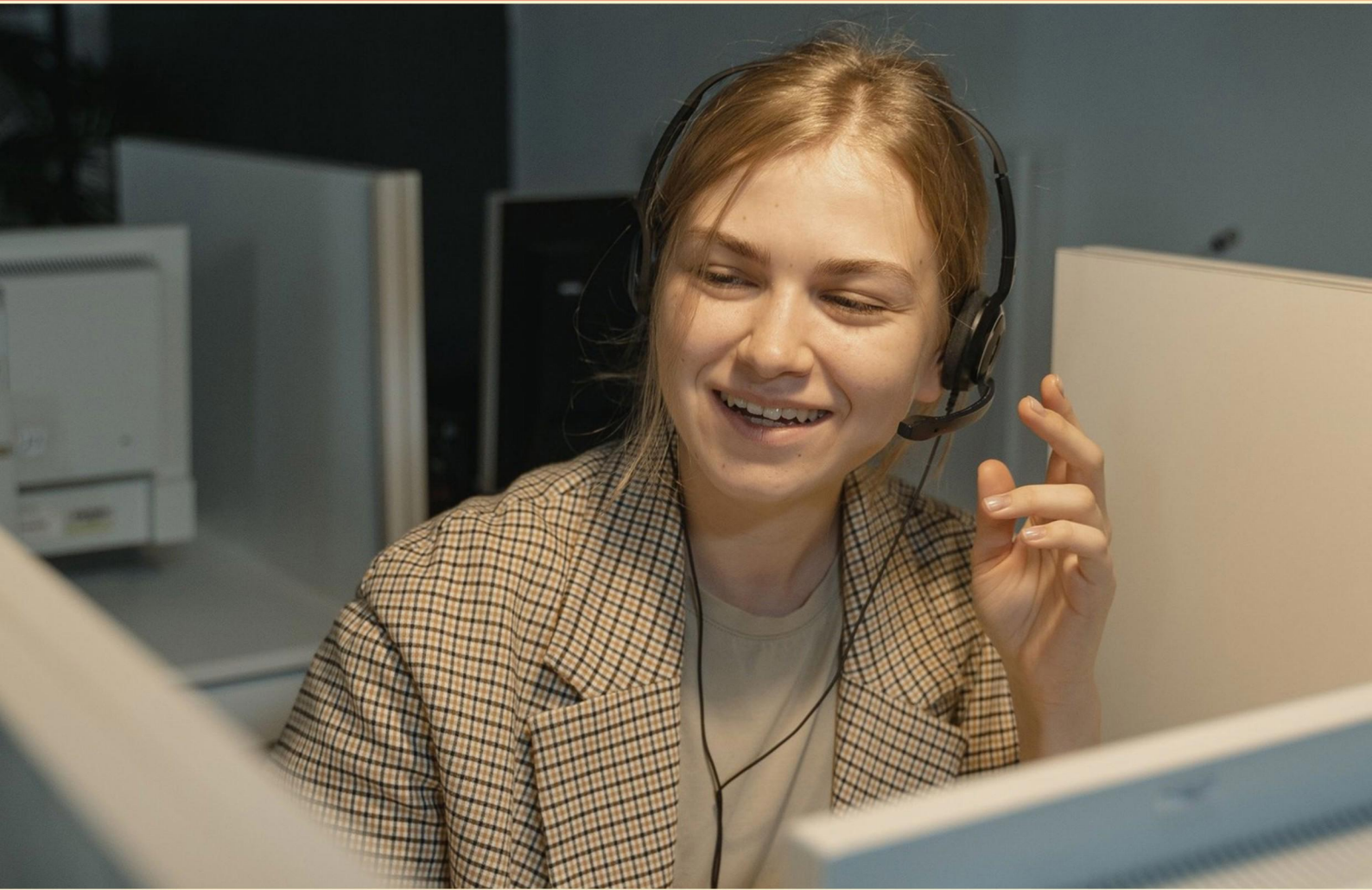


# SAFELITE REFERRAL CSR PRACTICE TEST (SAMPLE)

## STUDY GUIDE



## SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR  
THE FULL VERSION STUDY GUIDE

<https://safelitereferralcsr.examzify.com>



**Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.**

**ALL RIGHTS RESERVED.**

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

# Table of Contents

|                             |    |
|-----------------------------|----|
| Copyright .....             | 1  |
| Table of Contents .....     | 2  |
| Introduction .....          | 3  |
| How to Use This Guide ..... | 4  |
| Questions .....             | 5  |
| Answers .....               | 8  |
| Explanations .....          | 10 |
| Next Steps .....            | 15 |

SAMPLE

# 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

SAMPLE

- 1. If a repair is deemed failed, what is the required action?**
  - A. The windshield should be inspected for safety
  - B. The repair can be tried again in a different shop
  - C. The windshield must be replaced
  - D. Only a cosmetic touch-up is needed
  
- 2. In the glossary, which of the following is NOT listed as a phone number type?**
  - A. Internal
  - B. External
  - C. Callback
  - D. Fax
  
- 3. Regarding Date of Loss, which statement is true?**
  - A. The date the claim was opened.
  - B. The date the policy was issued.
  - C. The date the damage occurred and cannot be changed once entered.
  - D. The date the vehicle was repaired.
  
- 4. How are Glass FAQs organized?**
  - A. By split in numerical order
  - B. Alphabetically by account name
  - C. By issue date
  - D. Randomly
  
- 5. What is the cut out of the black paint band around the windshield that allows the VIN to be read from outside the vehicle called?**
  - A. VIN Notch
  - B. VIN Slot
  - C. VIN Cutout
  - D. VIN Window

- 6. Which transfer type moves the caller directly to the destination without notifying the receiving party?**
- A. Direct Transfer
  - B. Conference
  - C. Blind Transfer
  - D. Consult
- 7. Under ITAC scripting, when is the cash quote offered?**
- A. When the deductible is higher than the cost of the glass, the referral CSR will offer cash quote valid for 5 days
  - B. When the policy is renewed
  - C. When the customer requests
  - D. When the deductible is lower than the cost of the glass
- 8. Which status is used for making outbound calls?**
- A. Away
  - B. Busy, Outbound
  - C. Break
  - D. Meeting
- 9. Which of the following is NOT one of the top five Advanced Safety Systems?**
- A. Automatic Emergency Braking
  - B. Lane Keep Assist
  - C. Adaptive Cruise Control
  - D. Dynamic Parking Assist
- 10. If the insured has a shop in mind, what do we press and do we still read Features and Benefits?**
- A. Preference. Yes read Features and Benefits
  - B. Proceed without reading Features and Benefits
  - C. Skip and do not read any
  - D. Decline to read anything



## **Answers**

SAMPLE

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

SAMPLE

## **Explanations**

SAMPLE

### 1. If a repair is deemed failed, what is the required action?

- A. The windshield should be inspected for safety
- B. The repair can be tried again in a different shop
- C. The windshield must be replaced**
- D. Only a cosmetic touch-up is needed

*Repairs are designed to restore the windshield's safety by sealing and supporting the damaged area. When a repair is deemed failed, it means the damage cannot be brought back to safe, acceptable strength and visibility. The crack or chip may continue to propagate, and the structural integrity required for a glass component in a vehicle is not guaranteed anymore. In this situation, replacement is the proper action to restore safety and meeting safety standards. Cosmetic touch-ups or reattempting the repair elsewhere do not address the underlying safety risk, so they're not appropriate options. Replacing the windshield ensures the vehicle has a structurally sound, clear, and safe glass surface.*

### 2. In the glossary, which of the following is NOT listed as a phone number type?

- A. Internal
- B. External
- C. Callback
- D. Fax**

*Think of the glossary as organizing numbers by how they're used to reach someone. Internal means dialing an inside extension, external points to outside lines, and callback designates a number saved for returning a call. These categories describe the role of the number in communication. Fax, while it uses a phone line, isn't a type that describes how you reach someone. It's a device or service (a fax transmission method) rather than a category for a phone number's purpose. That's why fax isn't listed as a phone number type in the glossary.*

### 3. Regarding Date of Loss, which statement is true?

- A. The date the claim was opened.
- B. The date the policy was issued.
- C. The date the damage occurred and cannot be changed once entered.**
- D. The date the vehicle was repaired.

*Date of Loss is the date the damage happened to the vehicle. This date anchors the claim to the actual incident, which affects coverage timing, eligibility, and processing. Once this date is entered, it's kept fixed to preserve the integrity of the claim timeline. The date a claim is opened merely marks when the claim was started, not when the incident occurred. The policy issue date relates to when the policy began, not the incident date. The date of repair is when the repair occurs, which can be after the loss date, and does not define when the loss happened.*

#### 4. How are Glass FAQs organized?

- A. By split in numerical order**
- B. Alphabetically by account name
- C. By issue date
- D. Randomly

*The main idea here is using a stable, predictable indexing system to make finding information quick. Glass FAQs are arranged in numerical order, with each entry assigned a number and listed ascending. This setup lets you jump to topics by their number, and it's easy to add new questions without reordering the whole list, which is why it's favored for a reference resource. Organizing by account-name, by date, or in a random order would slow you down: alphabetic order depends on knowing a specific name, date order groups items by when they were asked rather than the topic, and random order offers no reliable path to a topic. Numeric sequencing provides a simple, scalable structure that supports fast lookup.*

#### 5. What is the cut out of the black paint band around the windshield that allows the VIN to be read from outside the vehicle called?

- A. VIN Notch**
- B. VIN Slot
- C. VIN Cutout
- D. VIN Window

*A VIN notch is a small cut in the black paint band (the frit) around the windshield that exposes the glass so the VIN can be read from outside the vehicle. This tiny opening is placed so technicians can verify the vehicle's VIN without removing the windshield or needing a special view, which helps ensure the correct part is used and that records match accurately. The notch is the precise term used for this feature. A long opening would be a slot, a generic cutout isn't specific enough, and a window would imply a separate visible pane rather than a small, intentional notch in the frit.*

#### 6. Which transfer type moves the caller directly to the destination without notifying the receiving party?

- A. Direct Transfer
- B. Conference
- C. Blind Transfer**
- D. Consult

*The main idea here is how a transfer is routed to the next party without any heads-up to them. A blind transfer is when you move the caller directly to the destination without notifying or briefing the receiving party first. The agent doesn't introduce the caller or confirm with the destination before the handoff; the call is handed off immediately, and the recipient may only realize they have a caller once they answer. This makes the transfer quick and seamless when you're confident the destination will handle the call appropriately. This differs from a consult transfer, where you stay on the line to speak to the destination first and get their permission before completing the handoff; a conference, which combines all parties into one call; and a direct transfer, which can be used in various systems but doesn't inherently specify whether the recipient is notified beforehand. The no-notification aspect is the defining feature of a blind transfer.*

## 7. Under ITAC scripting, when is the cash quote offered?

- A. When the deductible is higher than the cost of the glass, the referral CSR will offer cash quote valid for 5 days
- B. When the policy is renewed
- C. When the customer requests
- D. When the deductible is lower than the cost of the glass

*The main idea is that a cash quote is used when paying cash is the more sensible option for the customer than filing an insurance claim. In this scripting, you offer a cash quote when the deductible on the policy is higher than the cost to replace the glass. That means using insurance would require the customer to pay a deductible that, in this case, would exceed or closely match the actual cash price of the glass, making a claim unattractive. Providing a cash quote gives the customer a fixed price to pay out of pocket, with the quote valid for five days to allow time to decide and schedule service. This approach isn't triggered simply by policy renewal or by the customer asking, and it isn't used when the deductible is lower than the glass cost, where the insurance route is typically more appropriate.*

## 8. Which status is used for making outbound calls?

- A. Away
- B. Busy, Outbound
- C. Break
- D. Meeting

*Status communicates your current activity to the system and your teammates. When you are actively dialing and making outbound calls, you should set the Busy, Outbound status. This clearly signals that you're engaged in outbound calling and aren't available for inbound calls, helping the call queue route appropriately and keeping your work metrics accurate. Other states like Away, Break, or Meeting indicate nonavailability for different reasons, but they don't convey that you're currently handling outbound dialing, which is why Busy, Outbound is the correct choice.*

## 9. Which of the following is NOT one of the top five Advanced Safety Systems?

- A. Automatic Emergency Braking
- B. Lane Keep Assist
- C. Adaptive Cruise Control
- D. Dynamic Parking Assist

*Active safety systems are the features that actively help prevent crashes in typical driving situations. Automatic Emergency Braking uses sensors to detect an imminent collision and can automatically apply brakes to reduce or avoid impact, making it a fundamental safety technology. Lane Keep Assist helps keep the vehicle centered in its lane by providing steering corrections or warnings, which protects against unintentional lane departures. Adaptive Cruise Control maintains a safe following distance by adjusting speed to the car ahead, blending speed control with collision avoidance. These are the kinds of capabilities that are commonly grouped as top safety priorities because they directly reduce crash risk while you're driving. Dynamic Parking Assist, on the other hand, is mainly a parking aid. It helps with steering or guidance when maneuvering into a space, but it doesn't operate at higher speeds or actively intervene to prevent collisions in normal driving scenarios the way the other systems do. Because of that, it isn't considered part of the top five Advanced Safety Systems.*

**10. If the insured has a shop in mind, what do we press and do we still read Features and Benefits?**

**A. Preference. Yes read Features and Benefits**

**B. Proceed without reading Features and Benefits**

**C. Skip and do not read any**

**D. Decline to read anything**

*When a customer has a shop in mind, you should record that preference (press Preference) so their chosen shop is noted. At the same time, you still read the Features and Benefits. This step is essential because it communicates exactly what the plan covers, what benefits are included, and any limits or warranties that apply to the repair or replacement. Even with a preferred shop, customers need to understand the terms—such as workmanship warranties, material options, and any exclusions—so they can make an informed decision and what they're getting aligns with their expectations. Reading the Features and Benefits keeps the conversation transparent, confirms the customer's understanding, and helps prevent surprises or misunderstandings later.*

SAMPLE

## 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](mailto: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!

SAMPLE