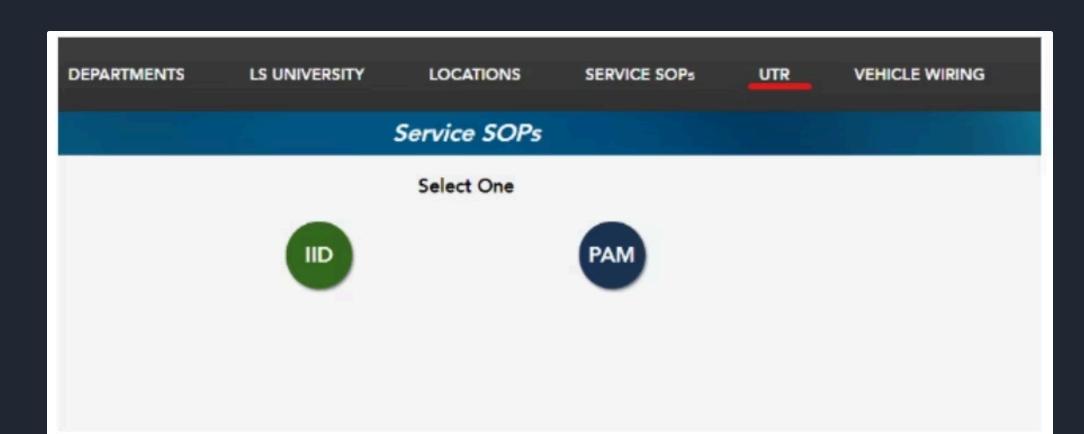
How to submit a CIF

By Maricruz Garcia

How to submit a CIF (Continuous Improvement Form)

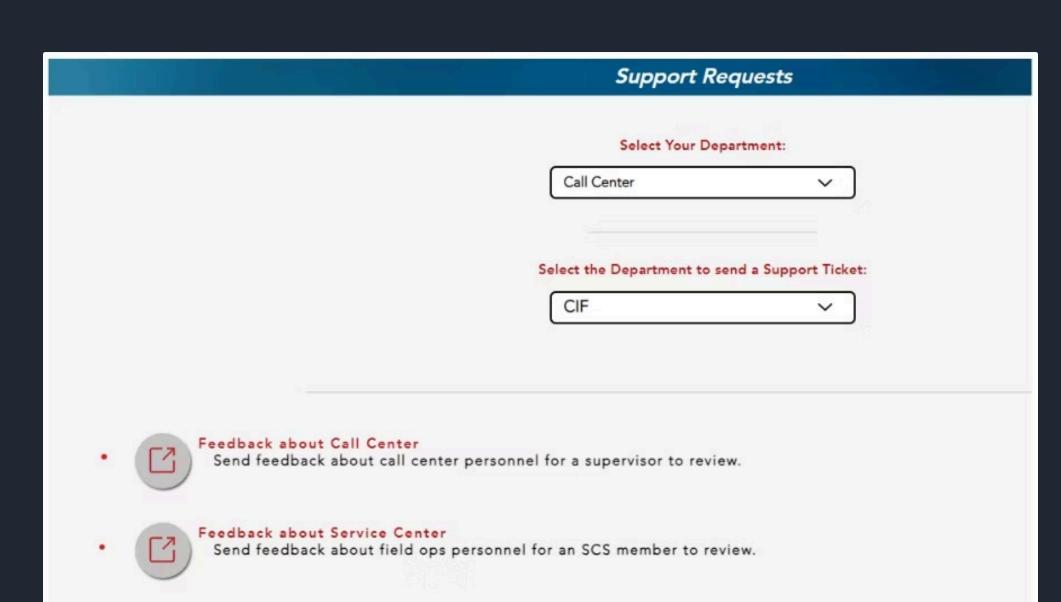
Step 1: Navigate to the **Service SOPs** section.

Step 2: Click on UTR.



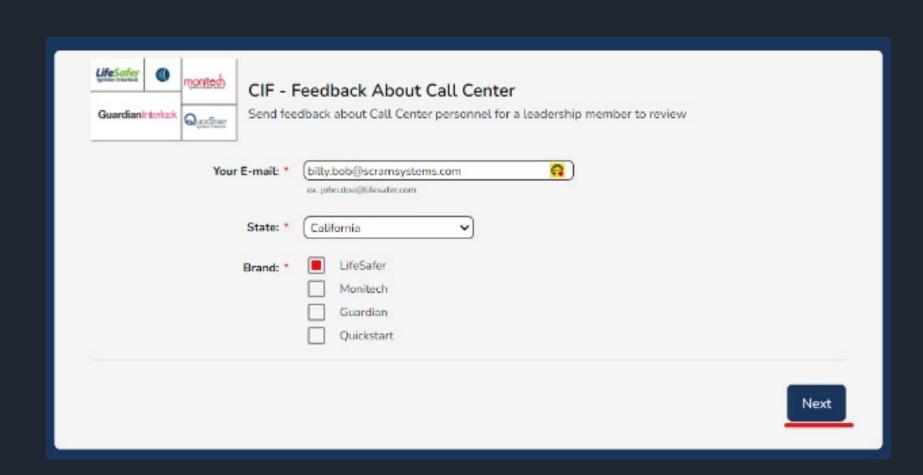
Step 3: Under **Department**, select **Call Center and** choose **CIF** (Continuous Improvement form)

Indicate whether you're submitting feedback about Call Center personnel or Field Ops personnel (e.g., a shop or shop tech etc).



Step 4: Fill out the required fields.

Step 5: Click Next.

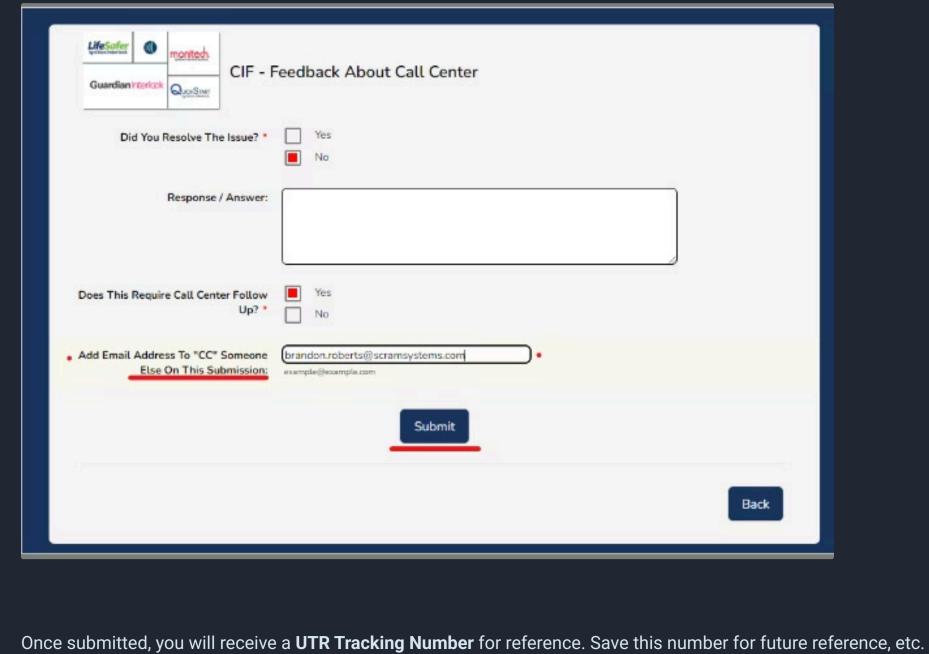


Step 6: Provide all required details, including a description of the agent or personnel error, then click Next.

Client Name: *	John Smith First Name Last Name
Client ID#: *	(12300000230
Service Center/Location Name:	Nick's Auto
What Type of Error?	Enrollments
	Did not follow state specific process (MMU - CA, TREDS - VA)
CSR That Took The Call: *	marycruz.garcia@scramsystems.com 🔻
Issue/Error: *	Agent sent incorrect driver's license number. Agent did not add all the numbers for the license.

• You may also **CC a supervisor or manager** by entering their email address in the designated field.

Step 8: Click Submit.



once submitted, you will receive a ork fracking ramber for reference. Save this namber for ratare reference, et

