

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**.

DEPARTMENTS

LS UNIVERSITY

LOCATIONS

SERVICE SOPs

UTR

VEHICLE WIRING

Service SOPs

Select One

IID

PAM

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).

Support Requests

Select Your Department:

Call Center

Select the Department to send a Support Ticket:

CIF

Feedback about Call Center

Send feedback about call center personnel for a supervisor to review.

Feedback about Service Center

Send feedback about field ops personnel for an SCS member to review.

Step 4: Fill out the required fields.

Step 5: Click **Next**.

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QuickStart

CIF - Feedback About Call Center

Send feedback about Call Center personnel for a leadership member to review

Your E-mail: *

billy.bob@scramsystems.com

or: jared.doe@lifesafer.com

State: *

California

Brand: *

☒

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Guardian

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Quickstart

Next

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

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QuickStart

CIF - Feedback About Call Center

Client Name: *

John

Smith

First Name

Last Name

Client ID#: *

12300000230

Service Center/Location Name: *

Nick's Auto

If applicable

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.

Back

Next

Step 7: Answer the follow-up questions, and indicate if a **follow-up is needed**.

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

Step 8: Click **Submit**.

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QuickStart

CIF - Feedback About Call Center

Did You Resolve The Issue? *

☐

Yes

☒

No

Response / Answer:

Does This Require Call Center Follow Up? *

☒

Yes

☐

No

Add Email Address To "CC" Someone Else On This Submission:

brandon.roberts@scramsystems.com

or: example@scrample.com

Submit

Back

Once submitted, you will receive a **UTR Tracking Number** for reference. Save this number for future reference, etc.

