



Free Questions for Salesforce-Sales-Representative

Shared by Adams on 22-06-2023

For More Free Questions and Preparation Resources

[Check the Links on Last Page](#)



Question 1

Question Type: MultipleChoice

A sales representative wants to highlight a customer's return on their investment.

Which type of analysis should the sales rep use to show this?

Options:

- A- Root cause analysis
- B- Cost benefit analysis
- C- SWOT analysis



Answer:

B

Explanation:

A cost benefit analysis is a type of analysis that compares the costs and benefits of a project or decision, and calculates the net value or return on investment. A cost benefit analysis can help a sales rep highlight a customer's return on their investment by showing how the benefits of the product or service outweigh the costs, and by quantifying the value in monetary terms. A cost benefit analysis should include all relevant costs and benefits, such as initial costs, recurring costs, opportunity costs, direct benefits, indirect benefits, and intangible benefits. A cost benefit analysis should also consider the time value of money, the discount rate, and the payback period. Reference:

[Sales Rep Training: Create Effective Selling Habits, unit "Use Cost Benefit Analysis to Sell with Value"](#).

[Cert Prep: Salesforce Certified Sales Representative, unit "Close Deals with Value"](#).

[How to calculate your Return on Customer Investment.](#)

Question 2

Question Type: MultipleChoice

How many days are recommended between calls when reaching out to contacts at strategic accounts?

Options:

- A- Two business days
- B- Four business days
- C- Twenty-five business days

Answer:

A

Explanation:

https://help.salesforce.com/s/articleView?id=sf.hvs_cadences_examples.htm&type=5

Question 3

Question Type: MultipleChoice

Which aspects of a prospect's buying culture and climate should a sales representative consider as part of the qualification process?

Options:

- A- Standard billing terms, legal authority, and payment methods
- B- Decision-making process, urgency for change, and openness to new solutions
- C- Preferred communication channels, time zone, and office hours

Answer:

B

Explanation:

In the qualification process, a sales representative should consider aspects of a prospect's buying culture and climate such as the decision-making process, urgency for change, and openness to new solutions. Understanding these elements helps the sales rep tailor their approach to align with the prospect's priorities and decision-making dynamics. Knowing who is involved in the decision-making, how urgent the need for a solution is, and how receptive the organization is to

adopting new technologies or approaches can significantly impact the strategy for engaging with the prospect and ultimately, the success of the sale. Salesforce advocates for a thorough qualification process that includes assessing these factors to better understand the prospect's needs and how to effectively address them.

Question 4

Question Type: MultipleChoice

A sales representative has spent countless hours on due diligence to make the appropriate recommendation. At the last minute, the customer makes an unexpected objection. The sales rep is surprised and wants to better understand where this objection is coming from.

Which approach should the sales rep take?

Options:

- A- Highlight customer success stories to build credibility.
- B- Revisit the discovery phase of the sales process.
- C- Acknowledge the objection and try to close with a different tactic.

Answer:

B

Explanation:

The discovery phase of the sales process is where the sales representative uncovers the customer's pain points, needs, goals, and challenges. By revisiting the discovery phase, the sales rep can better understand where the objection is coming from, and whether it is a valid concern or a hidden motive. Revisiting the discovery phase can also help the sales rep restate the value proposition, reinforce the benefits of the solution, and address any gaps or misunderstandings that may have caused the objection. The other options are not effective approaches, as they may ignore the customer's perspective, damage the trust, or create more resistance. Reference:

[Cert Prep: Salesforce Certified Sales Representative, unit "Value Selling"](#)

[Sales Rep Training], unit "Sell with Value"

[Salesforce Certified Sales Representative Exam Guide, section "Value Selling"](#)

Question 5

Question Type: MultipleChoice

After a successful sale of their latest software product, a sales representative wants to nurture their long-term relationship with the customer by driving product

adoption.

What success metric for product adoption can the sales rep use?

Options:

- A- Session duration
- B- User login rates
- C- Number of users assigned a license

Answer:

B

Explanation:

User login rates are a valuable success metric for product adoption, as they indicate the frequency and regularity with which customers are engaging with the software. High login rates typically suggest that users find the product valuable and are integrating it into their daily workflows. Salesforce advocates monitoring engagement metrics like login rates to gauge product adoption and to identify opportunities for further customer support and training, ensuring customers derive maximum value from their products.

Question 6

Question Type: MultipleChoice

In the context of deal management, why is it important for a sales representative to earn a deeper level of trust and access to decision makers within the customer's organization?

Options:

- A- To enhance the sales rep's understanding of the customer's needs

- B- To increase the sales rep's personal network and influence
- C- To gain access to information about the customer's competitors

Answer:

A

Explanation:

Earning a deeper level of trust and access to decision makers within the customer's organization is important for a sales representative in the context of deal management, because it can help the sales rep to enhance their understanding of the customer's needs, challenges, goals, and preferences. This can enable the sales rep to tailor their solution and value proposition to the customer's specific situation, and address any objections or concerns that may arise during the sales process. It can also help the sales rep to influence the decision makers and persuade them to choose their solution over the competitors'. Increasing the sales rep's personal network and influence or gaining access to information about the customer's competitors are not the best answers, because they are not directly related to the customer's needs, which are the primary focus of deal management. The sales rep should use their network and influence to support the customer's needs, not their own. The sales rep should also focus on differentiating their solution from the competitors', rather than obtaining information about them. Reference: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

Question 7

Question Type: MultipleChoice

When assigned a new sales territory, what is the first step to prioritizing selling efforts?

Options:

- A- Determine the physical location of each account.
- B- Determine the number of accounts and territory size.
- C- Identify the territory's key accounts.

Answer:

C

Explanation:

The first step to prioritizing selling efforts in a new sales territory is to identify the key accounts, which are the most valuable and strategic customers for the business. By focusing on the key accounts, the sales representative can maximize the impact of their efforts and build strong relationships with the decision-makers and influencers. Key accounts can also provide referrals, testimonials, and insights that can help the sales representative expand their network and opportunities in the territory. Reference:

[Sales Rep Training: Prioritize Your Selling Efforts](#)

[Cert Prep: Salesforce Certified Sales Representative: Prioritize Your Selling Efforts](#)



Question 8

Question Type: MultipleChoice

A sales representative uses job titles as an indicator to qualify leads.

Which relevant information does the job title typically indicate about the lead to the sales rep?

Options:

- A- Whether the lead is engaged in the sales process
- B- Whether the lead is based within their region
- C- Whether the lead has sufficient buying power

Answer:

C



Explanation:

Whether the lead has sufficient buying power is the relevant information that the job title typically indicates about the lead to the sales rep. A lead is a prospect who has shown interest in the product or service that the sales rep offers. A job title is a designation or position that a person holds in an organization or company. A job title helps to indicate whether the lead has sufficient buying power, which means that they have the authority or influence to make a purchase decision or approve a budget for the product or service.

Question 9

Question Type: MultipleChoice

A new sales representative is taking over an account and has a goal to develop a relationship with the key stakeholders previously managed by a different sales rep.

What is the first step to building trust with these stakeholders?

Options:

- A- Set up an introductory meeting and explain the reason for the transition.
- B- Review records the previous rep left to understand the needs of the stakeholders.
- C- Use a multi-channel approach to present an update on current product offerings.

Answer:

A

Explanation:

The first step to building trust with the key stakeholders of an account that is being taken over by a new sales representative is to set up an introductory meeting and explain the reason for the transition. This shows respect and transparency, and helps to establish rapport and credibility with the stakeholders. The new sales representative should also express appreciation for the opportunity to work with them, and demonstrate enthusiasm and confidence. The introductory meeting is a chance to learn more about the stakeholders' roles, expectations, goals, and challenges, and to communicate how the new sales representative can add value and support them. Reference: [Sales Rep Training: Plan for Success], [Cert Prep: Salesforce Certified Sales Representative: Plan for Success]

To Get Premium Files for Salesforce-Sales-Representative Visit

<https://www.p2pexams.com/products/salesforce-sales-representative>

For More Free Questions Visit

<https://www.p2pexams.com/salesforce/pdf/salesforce-sales-representative>

20%
DISCOUNT

P2P
exams