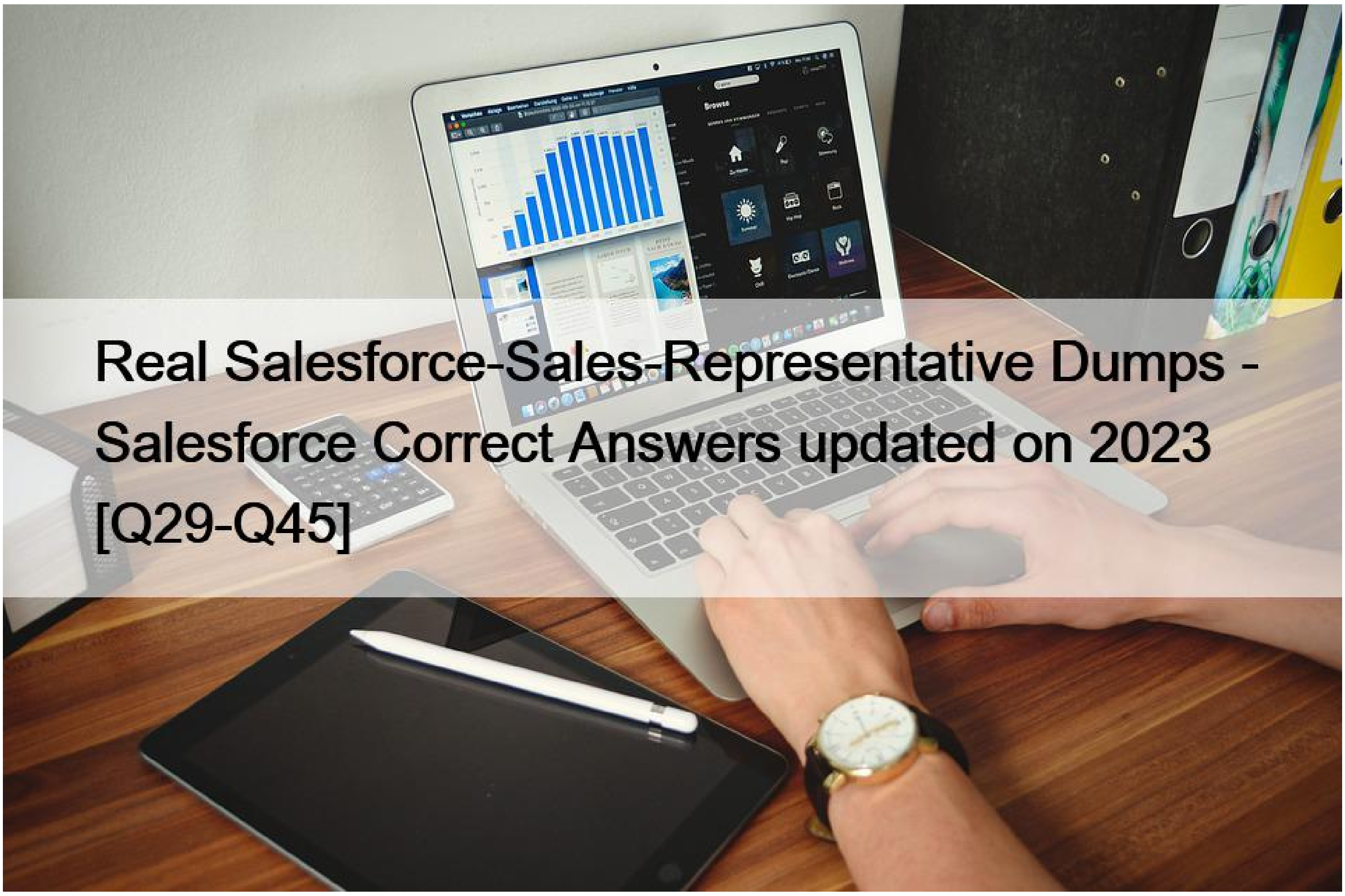
Real Salesforce-Sales-Representative Dumps - Salesforce Correct Answers updated on 2023 [Q29-Q45



Use Real Salesforce-Sales-Representative Dumps - Salesforce Correct Answers updated on 2023
Sales Professional Salesforce-Sales-Representative Exam Practice Dumps

Salesforce Salesforce-Sales-Representative Exam Syllabus Topics:

TopicDetailsTopic 1- Calculate sales quota attainability based on account, territory, and prospect insights- Identify and remove all challenges to finalize the dealTopic 2- Analyze pipeline health insights ensuring data integrity to improve customer relevance - Assess forecast accuracy to drive opportunity consistencyTopic 3- Identify the post-sales customer journey- Leverage multiple touchpoints to build prospect interest and align on why a solution meets their needsTopic 4- Identify how to qualify a prospect and when to move to the next stage of the sales process- Identify the actions needed to book and fulfill orders
Topic 5- Measure the risks and opportunities associated with a business deal- Nurture relationships and drive product adoption to maximize value for the customer

QUESTION 29

A customer has questions about the features of one product they are evaluating.

What is the first step the sales representative should take to address this?
* Supply product references.
* Schedule new product demo.
* Dispatch service technician.
Supplying product references is the first step that the sales rep should take to address a customer’s questions about the features of one product they are evaluating. Product references are testimonials or case studies from existing customers who have used the product and can vouch for its features and benefits. Product references help to answer questions, provide proof points, build trust and credibility, and influence purchase decisions. Reference:
https://www.salesforce.com/resources/articles/customer-stories/#customer-stories-definition

QUESTION 30

A sales representative compiled research about a prospect. The sales rep is now ready to set up an initial collaboration session with the prospect.

Which session type should the sales rep hold with the prospect?
* Negotiation
* Renewal
* Discovery
Discovery is the session type that the sales rep should hold with the prospect after compiling research about them. Discovery is the process of asking open-ended questions, listening actively, and uncovering the prospect’s pain points, needs, goals, and challenges. Discovery helps to build rapport, trust, and value with the prospect, as well as to qualify them as a potential customer.
Reference: https://www.salesforce.com/resources/articles/sales-process/#discovery

QUESTION 31

A sales representative presents a solution and the customer is interested in moving forward.

How can the sales rep gain the customer’s commitment and close the deal?
* Negotiate to finalize the contract.
* Propose and schedule an additional demo.
* Develop a roadmap with complementary products.
Negotiating is the final stage of the sales process, where the sales rep and the customer agree on the terms and conditions of the deal.
Negotiating helps to overcome any remaining objections, address any concerns, and close the deal with mutual satisfaction.
Reference: https://www.salesforce.com/resources/articles/sales-process/#negotiate

QUESTION 32

A sales representative is given an objection and shows respect for the customer’s opinion.

What level of listening is the sales rep leveraging?
* Attentive
* Selective
* Empathetic
Empathetic listening is the level of listening that the sales rep is leveraging when they show respect for the customer’s opinion after receiving an objection. An objection is a reason or concern that the customer has for not buying the product or service that the sales rep offers. Empathetic listening is a type of listening that involves understanding and sharing the feelings and emotions of the customer, as well as acknowledging and validating their perspective. Empathetic listening helps to build trust and rapport, reduce resistance, and resolve objections.

QUESTION 33

A sales representative plans to attend a large industry conference.

How can the sales rep ensure the largest return on investment for attending the conference?
* Set up meet and greet opportunities with attendees.
* Develop a targeted plan and coordinate a series of touchpoints.
* Attend as many networking events as possible.

Developing a targeted plan and coordinating a series of touchpoints is a way to ensure the largest return on investment for attending a conference by maximizing the opportunities to connect with potential prospects, customers, and partners. A targeted plan should include identifying the goals, audience, and message for the conference, as well as scheduling meetings, events, and follow-ups with key contacts. Reference: https://www.salesforce.com/resources/articles/sales-conference/#sales-conference-tips

QUESTION 34

In addition to learning more about customers, what does customer-centric discovery allow a sales representative to do?
* Present pricing and contracts as quickly as possible.
* Pitch a product regardless of the customer’s need.
* Co-create strategies based on confirmed challenges.

Co-creating strategies based on confirmed challenges is what customer-centric discovery allows a sales rep to do, in addition to learning more about customers. Customer-centric discovery is the process of asking questions and listening to customers to understand their situation, needs, goals, and challenges. Co-creating strategies means working with customers to design and propose solutions that can address their confirmed challenges and deliver value and outcomes. Co-creating strategies helps to build trust and rapport, demonstrate expertise and differentiation, and influence purchase decisions.

QUESTION 35

Leadership at Universal Containers is pressuring sales representatives to maintain a healthy pipeline, Which best practice can the sales reps use to satisfy management?
* Rely on marketing to identify and qualify inbound deals.
* Keep dead deals open and move the next touchpoint dates forward.
* Routinely scrub pipeline records and consistently disposition deals.

Routinely scrubbing pipeline records and consistently dispositioning deals is a best practice that the sales reps can use to satisfy management and maintain a healthy pipeline. Scrubbing pipeline records means reviewing and updating the status, accuracy, and quality of the opportunities in the pipeline. Dispositioning deals means moving the opportunities to the next stage, closing them as won or lost, or removing them from the pipeline. These practices help to ensure that the pipeline reflects the reality of the sales situation, as well as to identify and prioritize the most promising opportunities. Reference:
https://www.salesforce.com/resources/articles/sales-pipeline/#sales-pipeline-management

QUESTION 36

How should a sales representative identify and generate new additions to the pipeline?
* Conduct product demos.
* Provide customer support.
* Attend industry conferences.

Attending industry conferences is how a sales rep should identify and generate new additions to the pipeline. A pipeline is a set of opportunities or potential customers that a sales rep is pursuing or managing in order to close sales. Attending industry conferences helps to network with prospects or customers who are interested or involved in the same field or market as the sales rep, as well as to showcase their products or services, generate leads, and build relationships.

QUESTION 37

When a sales representative faces an objection, what is an effective first step to overcome it?
* Provide an additional demonstration based on the objection.
* Explain policies and procedures that solve the objection.
* Acknowledge the objection and ask follow-up questions.

Acknowledging the objection and asking follow-up questions is an effective first step to overcome an objection from the customer. Acknowledging the objection helps to show empathy and respect for the customer’s concerns, as well as to avoid confrontation or defensiveness. Asking follow-up questions helps to understand the root cause, scope, and impact of the objection, as well as to clarify any misunderstandings or misinformation. Reference:
https://www.salesforce.com/resources/articles/sales-objections/#sales-objections-handling

QUESTION 38

What are the four elements of emotional intelligence?
* Plan, engage, execute, and close
* Discover, define, design, and deliver
* Self-awareness, self-management, empathy, and skilled relationships

Self-awareness, self-management, empathy, and skilled relationships are the four elements of emotional intelligence. Emotional intelligence is the ability to understand and manage one’s own emotions and those of others. Emotional intelligence helps to improve communication, collaboration, and influence in sales. Reference:
https://trailhead.salesforce.com/en/content/learn/modules/emotional-intelligence/emotional-intelligence-introduction

QUESTION 39

Why is collaborating with departments such as marketing and service crucial to generating a new pipeline?
* To expand and improve networking skills
* To avoid competing for the best leads
* To leverage additional expertise and resources

Leveraging additional expertise and resources is why collaborating with departments such as marketing and service is crucial to generating a new pipeline. A pipeline is a set of opportunities or potential customers that a sales rep is pursuing or managing in order to close sales. Collaborating with marketing and service helps to access their knowledge, skills, and tools that can help the sales rep generate more leads, nurture more prospects, and close more deals.

QUESTION 40

A sales representative just closed a deal and wants to make sure the customer is set up for success.

How can the sales rep ensure the customer has a great experience with the product?
* Share other customer success stories.
* Recommend additional products and services.
* Provide timely support and training.

Providing timely support and training is one of the best ways to ensure the customer has a great experience with the product. Support and training help the customer to use the product effectively, efficiently, and confidently, as well as to troubleshoot any issues or challenges they may encounter. Support and training also help to build trust, loyalty, and retention with the customer. Reference:
https://www.salesforce.com/resources/articles/customer-service/#customer-service-tips

QUESTION 41

How should a sales representative use a client profile during the sales process?
* To create messages that appeal to a broad audience
* To build a standard message to maximize return on investment (ROI)
* To tailor a message to meet a target audience’s needs
Tailoring a message to meet a target audience’s needs is how a sales rep should use a client profile during the sales process. A client profile is a document that summarizes the characteristics, preferences, and behaviors of a specific segment or group of customers. A message is a communication or presentation that the sales rep delivers to the customers to persuade them to buy their product or service. Tailoring a message helps to show relevance, value, and differentiation to the target audience, as well as to capture their attention and interest.

QUESTION 42

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?
* Whether the lead is engaged in the sales process
* Whether the lead is based within their region
* Whether the lead has sufficient buying power
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 43

A sales representative wants to interact with prospects on platforms they use regularly.

Which approach should the sales rep take?
* Social selling
* Cold calling
* Lead nurturing
Social selling is the approach that the sales rep should take to interact with prospects on platforms they use regularly. Social selling means using social media platforms (such as LinkedIn, Twitter, Facebook, etc.) to connect with prospects, build relationships, and generate leads. Social selling helps to increase brand awareness, trust, and credibility, as well as to provide value and insights to prospects. Reference: https://www.salesforce.com/resources/articles/social-selling/#social-selling-definition

QUESTION 44

During a sales cycle, a sales representative may be required to handle objections from the customer to close the deal.

What is an effective way to handle an objection?
* Ask questions to characterize the issue.
* Propose an alternative product.
* Offer friendlier terms and a lower price.
Asking questions to characterize the issue is an effective way to handle an objection from the customer. Asking questions helps to understand the root cause, scope, and impact of the objection, as well as to show empathy and respect for the customer’s concerns. Asking questions also helps to clarify any misunderstandings, provide relevant information, and propose solutions that address the objection. Reference: https://www.salesforce.com/resources/articles/sales-objections/#sales-objections-handling

QUESTION 45

A sales team knows the importance of building an accurate forecast.

Which foundational priority should be in place to help ensure data quality across teams?
* Collaboration
* Pipeline visibility
* Sales process

Sales process is the foundational priority that should be in place to help ensure data quality across teams when building an accurate forecast. A forecast is a prediction or estimation of future sales revenue based on current and historical data. A sales process is a series of steps or stages that guide a sales rep from finding prospects to closing deals. Having a sales process helps to ensure data quality across teams by providing a common framework, language, and criteria for entering, updating, and reporting data in a consistent and reliable way.