

2025 Salesforce-Sales-Representative: Fantastic Salesforce Certified Sales Representative Valid Test Registration



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Salesforce Salesforce-Sales-Representative Exam Syllabus Topics:

Topic	Details
Topic 1	• Customer Engagement: In this topic, Salesforce Sales Professionals explore how to demonstrate thought leadership to shift customer perspectives and align solutions with needs. Moreover, the topic focuses on leveraging multiple touchpoints builds prospect interest, while nurturing relationships enhances product adoption.
Topic 2	• Pipeline Management: In this topic, Salesforce Sales Professionals develop skills to generate and evaluate pipeline opportunities. Candidates also focus on analyzing pipeline health insights. It ensures data integrity, improves relevance, and enables accurate stage progression. These competencies underpin successful pipeline management strategies, measured in the Salesforce Certified Sales Representative Exam.
Topic 3	• Planning: In this topic, Salesforce Sales Professionals examine the elements of territory planning, such as account segmentation and prioritization. The focus of this topic is on creating approaches to engage key accounts effectively and developing robust business relationships with essential roles and personas.
Topic 4	• Customer Success: While covering this topic, sales professionals identify actions required for order booking and fulfillment. Recognizing the post-sales customer journey and assessing expected and realized value ensures alignment with customer goals, a vital area of knowledge for the exam.
Topic 5	• Deal Management: Salesforce Sales Professionals learn to qualify prospects and progress them through sales stages. In this topic, emphasis is placed on understanding customer goals, challenges, and initiatives to present tailored value propositions. Identifying obstacles, gaining commitment, and finalizing contracts are integral steps to successful deal management, a crucial focus area of the exam.

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It was a Xian coach byword that if you give up, the game is over at the same time. The game likes this, so is the exam. Not having enough time to prepare for their exam, many people give up taking IT certification exam. However, with the help of the best training materials, you can completely pass Salesforce Salesforce-Sales-Representative test in a short period of time. Don't you believe in it? Prep4pass real questions and answers are the materials that it can help you get high marks and pass the certification exam. Please try it.

Salesforce Certified Sales Representative Sample Questions (Q16-Q21):

NEW QUESTION # 16

A sales representative is fulfilling an order using the step-by-step instructions for that specific customer. What are these instructions known as?

- A. Standard operating procedures
- B. Fulfilment procedures
- C. Standard engagement steps

Answer: A

Explanation:

Standard operating procedures (SOPs) are detailed instructions that describe how to perform a specific task or process. SOPs help to ensure consistency, quality, and compliance in fulfilling orders for different customers.

References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-essentials-basics/salesforce-essentials-sales-process>

NEW QUESTION # 17

What is the primary benefit of team selling at a key account?

- A. Reduces the workload for individual sales representatives
- B. Leverages collective expertise to meet customer expectations
- C. Provides the customer with multiple points of contact

Answer: B

Explanation:

Team selling is a strategy of using a group of salespeople with different skills and expertise to sell to and serve major accounts. The primary benefit of team selling at a key account is that it leverages the collective expertise of the team members to meet the customer's expectations and needs. Team selling can help create value for the customer by providing customized solutions, addressing complex problems, and delivering superior service. Team selling can also help build trust and loyalty with the customer by demonstrating commitment, collaboration, and professionalism. References:

* Cert Prep: Salesforce Certified Sales Representative, unit "Build and Maintain Relationships with Key Accounts"

* Team Selling: The Secret Weapon in Major Accounts

NEW QUESTION # 18

A sales representative has a pipeline with a mix of opportunities at various stages.

The sales rep wants to improve stage velocity.

What should the sales rep do to improve stage velocity?

- A. Survey customers and engage them when the customer requests.
- B. Obtain guidance from a manager and create a follow-up cadence.
- C. Sort deals by size and focus on the largest ones first.

Answer: B

Explanation:

Obtaining guidance from a manager and creating a follow-up cadence is what the sales rep should do to improve stage velocity. Stage velocity is the measure of how fast an opportunity moves from one stage to another in the sales process. Obtaining guidance from a manager helps to get feedback, advice, and support on how to advance the opportunity. Creating a follow-up cadence helps to maintain communication, engagement, and momentum with the customer. Reference: <https://www.salesforce.com/resources/articles/sales-pipeline/#sales-pipeline-metrics>

NEW QUESTION # 19

A sales representative is working on an opportunity that has recently progressed to a more advanced stage in the deal lifecycle. Which action should the sales rep take to ensure accurate forecasting?

- **A. Update the opportunity's stage and forecast category to reflect the recent progress.**
- B. Focus on unrelated opportunities and assume the current opportunity will close.
- C. Continue forecasting based on the previous stage until the deal closes.

Answer: A

Explanation:

Updating the opportunity's stage and forecast category to reflect the recent progress is what the sales rep should do to ensure accurate forecasting. An opportunity is a qualified prospect who has a high probability of buying the product. An opportunity stage is a measure of how far along the opportunity is in the sales process, such as prospecting, qualification, proposal, negotiation, etc. A forecast category is a measure of how likely the opportunity is to close as won, such as pipeline, best case, commit, closed, etc. Updating the opportunity's stage and forecast category helps to reflect the current status and potential outcome of the opportunity, as well as to provide a realistic and reliable prediction of future sales revenue. Reference: <https://www.salesforce.com/resources/articles/sales-forecasting/#sales-forecasting-definition>

NEW QUESTION # 20

A sales representative wants to transition to a recommendation in a way that demonstrates their ability to provide a competitive solution. What should they use?

- A. Summary statement
- **B. Success story**
- C. Solution unit

Answer: B

Explanation:

A success story is what the sales representative should use to transition to a recommendation in a way that demonstrates their ability to provide a competitive solution, because it shows the customer how the sales rep's solution has helped other customers with similar needs and challenges, and what results and benefits they have achieved. A success story can also help to build trust and credibility with the customer, and inspire them to take action. A summary statement or a solution unit are not the best answers, because they are not as effective as a success story in demonstrating the sales rep's competitive advantage. A summary statement is a brief recap of the customer's situation, needs, and desired outcomes, but it does not show how the sales rep's solution can meet them. A solution unit is a specific feature or benefit of the sales rep's solution, but it does not show how it has worked for other customers or what outcomes it can deliver. References: Certification - Sales Representative - Trailhead, Sales Rep Training: Customer Engagement - Trailhead

NEW QUESTION # 21

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