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Answers ADM-261 **Answers Cloud Administration** **2**

Accurate Salesforce ADM-261 Answers, Real ADM-261 Exam Questions

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Salesforce Service Cloud Administration Sample Questions (Q217-Q222):

NEW QUESTION # 217
Universal Contractors has recently set up an email to use a channel for customers to report case. However, they are having trouble tracking and relating email responses to the related Case file date. What should a Consultant recommend to address this issue?

- A. Create an On Call and Email to Case trigger
- B. Create a Process Flow to automatically update the Case file date
- C. Use Case Created to action trigger instead of email
- D. Assign a user to automatically manage incoming email

Answer: B

NEW QUESTION # 218
Universal Contractors has recently implemented a contact center to handle the questions about their products. What should be considered when designing the contact center?

- A. Workforce management and customer satisfaction score
- B. Average handling time and first call resolution time
- C. Agent utilization, training and production plan
- D. Automate all customer and interactive voice responses

Answer: D

NEW QUESTION # 219
Universal Contractors has chosen to use contact center instead from each office, different geographic regions. How should a Consultant support this requirement?

- A. Create a Dashboard for each Case Team
- B. Create a single Dashboard with a Case Team filter
- C. Create a Dashboard for each Region
- D. Create a single Dashboard with a Region filter

Answer: D

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Free PDF RePA_Sales_S - PA Salesperson State Exam –High-quality Reliable Test Answers

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Pennsylvania Real Estate Commission RePA_Sales_S Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Miscellaneous: This section of the exam measures the skills of Real Estate Salespersons and includes several additional knowledge areas important for practice. Candidates are expected to understand property disclosures, the preparation and handling of contracts and forms, and the Pennsylvania Human Relations Act. It also covers the regulations relating to time-shares, as well as leasing and rental practices that are part of everyday real estate transactions.
Topic 2	<ul style="list-style-type: none"> Licensure: This section of the exam measures skills of Real Estate Brokers and focuses on licensure requirements. It emphasizes qualifications necessary for obtaining a license, the activities that legally require licensure, and the processes for license renewal or reactivation. Additionally, it includes the rules for changing employment as a licensee and outlines specific exemptions from licensure under Pennsylvania law.
Topic 3	<ul style="list-style-type: none"> Regulations Governing the Activities of Licensees: This section of the exam measures the skills of Real Estate Brokers and centers on the professional standards and regulations that govern daily practice. It reviews rules regarding advertising, the working relationship between brokers and salespersons, and the proper handling of client funds and accounts. It also highlights prohibited conduct, as well as the conditions that can lead to suspension or revocation of a license.
Topic 4	<ul style="list-style-type: none"> Agency and Disclosure: This section of the exam measures the skills of Real Estate Salespersons and addresses the importance of proper agency and disclosure. It evaluates knowledge of agency disclosures, the duties of licensees, and how different agency relationships function in practice. It also covers compensation rules and the responsibilities that come with working under different types of agency agreements.
Topic 5	<ul style="list-style-type: none"> Real Estate Commission: This section of the exam measures skills of Real Estate Salespersons and covers the fundamental duties and powers of the Real Estate Commission. It includes understanding how complaints are handled, how investigations and hearings are conducted, and the processes for appeals. Candidates are also expected to be familiar with the Real Estate Recovery Fund, which provides protection for consumers in certain cases.

Pennsylvania Real Estate Commission PA Salesperson State Exam Sample Questions (Q38-Q43):

NEW QUESTION # 38

Which entities are authorized to investigate charges against real estate licensees concerning illegal discrimination in the sale or rental of housing?

- A. The Pennsylvania Human Relations Commission and the Pennsylvania State Legislature
- B. The Pennsylvania Real Estate Commission and the Pennsylvania Human Relations Commission**
- C. The Pennsylvania Real Estate Commission and the Better Business Bureau
- D. The Pennsylvania State Legislature and the Pennsylvania Real Estate Commission

Answer: B

Explanation:

Both the Pennsylvania Real Estate Commission (PREC) and the Pennsylvania Human Relations Commission (PHRC) have authority to investigate illegal discrimination in real estate transactions.

* The Pennsylvania Human Relations Commission (PHRC) is responsible for enforcing the Pennsylvania Human Relations Act (PHRA), which prohibits discrimination in housing based on race, color, religion, ancestry, age, sex, national origin, disability, and familial status.

* The Pennsylvania Real Estate Commission (PREC) investigates complaints against licensed real estate professionals who violate fair housing laws, including violations of the Real Estate Licensing and Registration Act (RELRA).

Why the other answers are incorrect:

- * Option A (Pennsylvania State Legislature and PREC): The Legislature makes laws but does not enforce them or conduct investigations.
- * Option B (PREC and Better Business Bureau): The Better Business Bureau (BBB) is a private organization and does not have legal enforcement authority.
- * Option C (PHRC and Legislature): The Legislature does not investigate complaints, but the PHRC does.

NEW QUESTION # 39

The Pennsylvania Real Estate Commission has received a written complaint that a licensee is engaging in an activity prohibited by the Real Estate Licensing and Registration Act. What action is the Commission empowered to take?

- A. Ascertain the facts and, if warranted, hold a hearing.
- B. Serve the licensee with a cease and desist order.
- C. Transfer the matter to civil authorities in the county in which the alleged activity occurred.
- D. Suspend the licensee's license for a period not to exceed 6 months.

Answer: A

Explanation:

The Pennsylvania Real Estate Commission (PREC) has the power to investigate complaints, hold hearings, and impose disciplinary actions under 63 P.S. § 455.404 (Powers of the Commission).

- * The Commission will first investigate the complaint to determine if the allegations are valid.
- * If warranted, the Commission will hold a formal hearing to decide on appropriate disciplinary action.
- * Possible penalties include fines, suspension, or revocation of the license.

Why the other answers are incorrect:

- * Option A (Automatic 6-Month Suspension): The Commission does not impose automatic suspensions; each case is reviewed individually.
- * Option C (Cease and Desist Order): This is typically used for unlicensed real estate activities, not licensed misconduct.
- * Option D (Transfer to Civil Authorities): While some cases (e.g., fraud) may be referred to law enforcement, the Commission itself first investigates.

Reference:

63 P.S. § 455.404- Powers of the Commission

NEW QUESTION # 40

When a tenant who has a service or support animal applies to lease an apartment in a building that does not allow pets, which of the following rules may the landlord follow?

- A. The landlord must allow the service or support animal but may charge an additional deposit.
- B. The landlord may disallow the animal if there are no other animals permitted in the building.
- C. The landlord may disallow the animal if it is not federally registered as a support or service animal.
- D. Both state and federal laws require the landlord to allow any service or support animal.

Answer: D

Explanation:

Under the Fair Housing Act (42 U.S.C. § 3604) and the Americans with Disabilities Act (ADA) (42 U.S.C. § 12101), both service and emotional support animals must be allowed in rental properties, even in "no pets" buildings.

- * Service animals (such as guide dogs) and emotional support animals (ESA) are not considered "pets" under federal and state law, so landlords cannot prohibit them.
- * A landlord cannot charge an additional deposit or pet fee for service/support animals.
- * The tenant must provide documentation from a licensed medical provider if the disability is not obvious, but there is no requirement for a formal "federal registration" of service animals.

Why the other answers are incorrect:

- * Option B (Charge Additional Deposit): This is illegal under Fair Housing laws because service animals are not "pets".
- * Option C (No Pets Rule): A no-pets policy does not apply to service animals.
- * Option D (Federally Registered Service Animal): There is no federal registry for service animals, so this is not a valid requirement.

References:

Fair Housing Act (42 U.S.C. § 3604)- Disability Protections

NEW QUESTION # 41

A salesperson secures a listing priced at \$110,000. A prospective buyer asks the salesperson to write a \$65,000 offer for the property. The salesperson should:

- A. Advise the buyer to offer more for the property since the seller is unlikely to accept such a low offer.
- B. Suggest that the buyer have another licensee prepare the offer.
- **C. Prepare the offer as requested and present it to the seller.**
- D. Prepare the offer as requested but not waste the seller's time presenting it.

Answer: C

Explanation:

Under 49 Pa. Code § 35.292 (Duties of Licensees Generally), a real estate licensee is required to present all written offers to the seller, regardless of the amount.

* It is the seller's right to accept, reject, or counter an offer, not the salesperson's decision.

* A salesperson cannot refuse to submit an offer based on personal opinions about the price.

* Presenting all offers ensures fair dealings and upholds fiduciary duty to the seller.

Why the other answers are incorrect:

* Option B (Not Waste the Seller's Time): It is the seller's decision to accept or reject an offer, not the salesperson's.

* Option C (Advise Buyer to Offer More): A licensee must remain neutral and cannot pressure a buyer to increase their offer.

* Option D (Suggest Buyer Use Another Agent): There is no reason to transfer the buyer to another agent. The agent must present the offer.

NEW QUESTION # 42

If a client requests to list their home for much more than the comparable market analysis (CMA) recommends, what is the duty of the salesperson?

- A. Provide the client financial advice as to how they can invest their assets to earn the amount they would like to receive
- B. Refuse the listing because accepting the listing would violate the Pennsylvania Real Estate Licensing and Registration Act
- **C. Advise the client as to the reason it is in their best interest to list the property closer to the comparable market value**
- D. Require the seller to receive an appraisal before listing the property

Answer: C

Explanation:

A real estate licensee has a fiduciary duty to provide honest, professional advice to their clients, including pricing strategies based on comparative market analysis (CMA).

* Under 49 Pa. Code § 35.292 (Duties of Licensees Generally), a licensee must act in the best interest of the client, which includes providing realistic pricing guidance.

* If a seller insists on listing at an inflated price, the agent should educate them on the risks, such as longer market time and reduced buyer interest.

* While the agent cannot force a seller to list at a lower price, they must ensure that the client makes an informed decision.

Why the other answers are incorrect:

* Option A (Require an Appraisal): CMAs are typically sufficient for pricing; an appraisal is only required in specific cases (e.g., lender requirements).

* Option B (Refuse the Listing): Overpricing is not illegal, so there is no licensing violation in accepting the listing.

* Option D (Providing Investment Advice): Real estate licensees are not financial advisors and should not offer investment strategies.

NEW QUESTION # 43

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