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Salesforce Certified Sales Foundations Sample Questions (Q111-Q116):

NEW QUESTION # 111

Why is it important for a sales representative to follow their company's sales methodology?

- A. Creates consistent vision across sellers
- B. Develops a better pipeline for growth
- C. Understands different approaches for achieving the same goal

Answer: A

Explanation:

Following the company's sales methodology is important because it creates a consistent vision across sellers.

A unified sales approach ensures that all sales representatives understand and adhere to the same principles, strategies, and goals.

This consistency helps in delivering a uniform customer experience, aligning sales efforts with the company's objectives, and facilitating collaboration among team members. Salesforce highlights the significance of a structured sales methodology to streamline sales processes, improve efficiency, and achieve better sales outcomes.

Reference: Salesforce Blog - Sales Methodology

NEW QUESTION # 112

How does understanding a customer's business strategies and goals help a sales representative scope a solution?

- A. Tailors the sales pitch and offers to align with the customers objectives
- B. Helps predict if the opportunity will close in the current quarter
- C. Allows the sales rep to move on to their next deal more quickly

Answer: A

Explanation:

Tailoring the sales pitch and offers to align with the customers objectives is how understanding a customer's business strategies and goals helps a sales rep scope a solution. Scoping a solution means defining and presenting the features, benefits, and value of the product that can address the customer's pain points and needs. Tailoring the sales pitch and offers helps to show how the solution can help the customer achieve their desired outcomes, as well as to differentiate it from

competitors. References: <https://www.salesforce.com>

/resources/articles/sales-process/#present

NEW QUESTION # 113

A sales representative conducts research with their customer and gains insights for developing a value proposition to solve their customer's challenges.

How should the sales rep introduce their value proposition to their customer?

- A. Unveil the value proposition to the customer after it is finalized.
- B. Collaborate internally to iterate on the value proposition for the customer.
- C. Make a draft of the value proposition and seek customer feedback.

Answer: C

Explanation:

Making a draft of the value proposition and seeking customer feedback is the best way to introduce the value proposition to the customer, because it allows the sales rep to validate their assumptions, test their hypotheses, and refine their solution based on the customer's input. This also helps to build trust and rapport with the customer, and demonstrate that the sales rep is genuinely interested in solving their challenges. Collaborating internally to iterate on the value proposition for the customer is not a bad idea, but it does not involve the customer in the process, and may result in a solution that does not match the customer's needs or expectations. Unveiling the value proposition to the customer after it is finalized is a risky strategy, because it may surprise or disappoint the customer, and leave no room for adjustments or negotiations. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 114

A sales representative is challenged by a customer with a competitor's product and features.

Which skill does the sales rep need to address this challenge?

- A. Forecasting
- B. Product knowledge
- C. Sales acumen

Answer: B

Explanation:

Product knowledge is the skill that the sales rep needs to address this challenge, because it enables the sales rep to confidently and convincingly explain how their product is superior to the competitor's product, and how it can better solve the customer's needs and challenges. The sales rep should be able to highlight the unique features and benefits of their product, and differentiate it from the competitor's product in terms of value, quality, and performance. Sales acumen and forecasting are not the best answers, because they are not directly related to the challenge of dealing with a customer who is comparing products. Sales acumen is the ability to understand the sales process and the customer's behavior, and apply the best strategies and techniques to close the deal. Forecasting is the ability to predict the future sales outcomes based on the current pipeline and historical data. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 115

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?

- A. Propose an alternative product.
- **B. Ask questions to characterize the issue.**
- C. Offer friendlier terms and a lower price.

Answer: B

Explanation:

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.

References:

<https://www.salesforce.com/resources/articles/sales-objections/#sales-objections-handling>

NEW QUESTION # 116

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