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Salesforce Salesforce-Sales-Representative Exam Syllabus Topics:

Topic	Details
Topic 1	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.

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	• 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.

Salesforce Certified Sales Representative Sample Questions (Q119-Q124):

NEW QUESTION # 119

A sales representative is working with a new customer who has provided an abundance of information about their company's goals and objectives.

Which challenge could the sales rep encounter when developing the scope of a sales solution?

- A. The customer's lack of product knowledge
- B. Difficulty understanding the customer's pain points
- C. Available discounts and payment terms to offer to the customer

Answer: C

Explanation:

A challenge that the sales rep could encounter when developing the scope of a sales solution for a new customer who has provided an abundance of information about their company's goals and objectives is the available discounts and payment terms to offer to the customer. The sales rep needs to balance the customer's budget and expectations with the company's profitability and policies. The sales rep also needs to consider the competitive landscape, the value proposition, and the customer's decision criteria. The sales rep should consult with their manager or team to determine the best pricing strategy and negotiation tactics for the deal. References: [Sales Rep Training: Negotiate and Close], [Cert Prep: Salesforce Certified Sales Representative: Negotiate and Close]

NEW QUESTION # 120

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. Make a draft of the value proposition and seek customer feedback.
- C. Collaborate internally to iterate on the value proposition for the customer.

Answer: B

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. Reference: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 121

What are the four elements of emotional intelligence?

- A. Discover, define, design, and deliver
- B. Plan, engage, execute, and close
- C. Self-awareness, self-management, empathy, and skilled relationships

Answer: C

Explanation:

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>

NEW QUESTION # 122

Before a sales representative can close a deal, they are providing the deadlines, payment schedule agreement, and requirements of the engagement.

Which document is the sales rep preparing to finalize this deal?

- **A. Statement of work**
- B. Master service agreement
- C. New order form

Answer: A

Explanation:

A statement of work is a document that the sales rep prepares to finalize a deal with the customer. A statement of work defines the scope, deliverables, timeline, and terms of the engagement between the sales rep's company and the customer. A statement of work helps to clarify expectations, responsibilities, and obligations for both parties, as well as to prevent any misunderstandings or disputes. References: <https://www.salesforce.com/resources/articles/statement-of-work/#statement-of-work-definition>

NEW QUESTION # 123

What is stage velocity in a sales pipeline?

- A. The average length of a customer's contract
- **B. The pace a deal moves from one stage to another**
- C. The number of stages an opportunity must go through

Answer: B

Explanation:

Stage velocity is the pace a deal moves from one stage to another in a sales pipeline. It is a measure of how quickly and efficiently a sales representative can move an opportunity from the initial contact to the final close. Stage velocity can help the sales representative to forecast more accurately, identify and remove any bottlenecks or obstacles, and optimize their sales process. The number of stages an opportunity must go through or the average length of a customer's contract are not the correct definitions of stage velocity, although they may affect it. The number of stages may vary depending on the complexity and size of the deal, and the average length of a customer's contract may depend on the type and value of the solution. References: Certification - Sales Representative - Trailhead, [Sales Rep Training>Create Effective Selling Habits - Trailhead]

NEW QUESTION # 124

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