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Salesforce Certified Sales Representative Sample Questions (Q58-Q63):

NEW QUESTION # 58

How can a sales representative identify and generate new pipeline?

- A. Conduct product demos.
- B. Provide client support.
- C. Attend industry conferences.

Answer: A

NEW QUESTION # 59

How many days are recommended between calls when reaching out to contacts at strategic accounts?

- A. Twenty-five business days
- **B. Four business days**
- C. Two business days

Answer: B

Explanation:

Four business days is the recommended number of days between calls when reaching out to contacts at strategic accounts. A strategic account is a high-value account that has a significant impact on the sales rep's revenue, growth, and reputation. Four business days is a reasonable interval that allows the sales rep to maintain communication, engagement, and momentum with the contacts, as well as to avoid being too pushy or annoying. Reference: <https://www.salesforce.com/resources/articles/account-management/#account-management-best-practices>

NEW QUESTION # 60

Which behavior should a sales representative display to establish credibility with a customer?

- **A. Be sincere and transparent, even if it means losing a sale.**
- B. Review the proposal and potential discount structures.
- C. Reiterate product info when there is hesitancy to move forward.

Answer: A

Explanation:

Credibility is the quality of being trusted and believed in by the customer. A sales representative can establish credibility by being sincere and transparent, even if it means losing a sale. This shows that the sales rep is honest, ethical, and customer-centric, and that they value the customer's best interests over their own. Being sincere and transparent can also help the sales rep build rapport, loyalty, and referrals with the customer. The other options are not effective ways to establish credibility, as they may come across as manipulative, self-serving, or repetitive. References:

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

* [Sales Rep Training], unit "Prepare Your Team to Sell Successfully"

NEW QUESTION # 61

A sales representative is having a difficult conversation with a customer who is delaying making a decision to move forward without providing much detail.

What should the sales rep do to uncover why the customer is delaying the decision?

- **A. Ask pointed questions to identify customer interests.**
- B. Highlight the benefits of the product to the customer.
- C. Discuss the customer's concerns with their internal team.

Answer: A

Explanation:

Asking pointed questions to identify customer interests is what the sales rep should do to uncover why the customer is delaying the decision. Pointed questions are questions that are direct, specific, and focused on a particular topic or issue. Pointed questions help to get to the core of the customer's hesitation, concerns, or objections, as well as to provide relevant information or solutions that can persuade them to take action.

References: <https://www.salesforce.com/resources/articles/sales-questions/#sales-questions-types>

NEW QUESTION # 62

A sales representative is doing a 9-month check-in with a customer following a successful deployment. The sales rep found an additional product that will help improve the customer value and adoption.

Which customer success concept is the sales rep utilizing in this example?

- A. Improved experiences
- **B. Innovate together**
- C. Shared risks and shared accountability

Answer: B

Explanation:

When a sales representative conducts a 9-month check-in and identifies an additional product that could enhance customer value and adoption, they are utilizing the customer success concept of "Innovate together." This approach involves working collaboratively with the customer to find new solutions and opportunities that can drive further success and value from the partnership. By proactively suggesting products or services that complement previous purchases, the sales rep is helping the customer to innovate and achieve better results, reinforcing the relationship and demonstrating ongoing commitment to the customer's success.

NEW QUESTION # 63

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What is the return or exchange policy?

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