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Salesforce Certified Sales Foundations Sample Questions (Q84-Q89):

NEW QUESTION #84

A sales representative is given an objection and shows respect for the customer's opinion. What level of listening is the sales rep leveraging?

- A. Attentive
- B. Empathetic
- C. Selective

Answer: B

Explanation:

Empathetic listening is the level of listening that the sales rep is leveraging when they show respect for the customer's opinion after

receiving an objection. An objection is a reason or concern that the customer has for not buying the product or service that the sales rep offers. Empathetic listening is a type of listening that involves understanding and sharing the feelings and emotions of the customer, as well as acknowledging and validating their perspective. Empathetic listening helps to build trust and rapport, reduce resistance, and resolve objections.

NEW QUESTION #85

How should a sales representative identify and generate new additions to the pipeline?

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

Answer: B

Explanation:

Attending industry conferences is how a sales rep should identify and generate new additions to the pipeline.

A pipeline is a set of opportunities or potential customers that a sales rep is pursuing or managing in order to close sales. Attending industry conferences helps to network with prospects or customers who are interested or involved in the same field or market as the sales rep, as well as to showcase their products or services, generate leads, and build relationships.

NEW QUESTION #86

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

Answer: C

Explanation:

Asking questions to characterize the issue is an effective way tohandle 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 #87

A sales representative has a list of prospects to cold call but is unsure whether the task is beneficial. After a discussion with their mentor, the sales rep has the information they need and is ready to get started. What is one-benefit of cold calling?

- A. Key decision makers usually respond more readily to phone calls.
- B. Phone calls provide immediate feedback whether the lead is worth pursuing.
- C. Phone calls are a quicker and more scalable method of contact.

Answer: B

Explanation:

Cold calling is the process of contacting potential customers who have not expressed any prior interest in your product or service. Cold calling can be a challenging but rewarding task for sales representatives, as it can help them generate new leads and opportunities. One of the benefits of cold calling is that phone calls provide immediate feedback whether the lead is worth pursuing or not. Unlike other methods of contact, such as email or social media, phone calls allow the sales rep to gauge the level of interest, need, and urgency of the prospect, as well as to address any objections or questions they may have. Phone calls also enable the sales rep to establish rapport and trust with the prospect, and to move them along the sales process more quickly and effectively. References:

- * Cert Prep: Salesforce Certified Sales Representative, unit "Generate Leads and Opportunities"
- * [Sales Rep Training], unit "Prepare Your Team to Sell Successfully"

NEW QUESTION #88

A forecast is based on the rollup of a set of opportunities. What are three dimensions in a forecast rollup?

- A. Contacts, product family, and revenue
- B. Quotes, contacts, and territories
- C. Time, categories, and territories

Answer: C

Explanation:

A forecast is a projection of how much revenue you can generate in a quarter. A forecast rollup is the aggregation of a set of opportunities based on three dimensions: time, categories, and territories. Time refers to the fiscal period, such as month or quarter, that the forecast covers. Categories refer to the stages of the sales process, such as commit, best case, or pipeline. Territories refer to the sales regions or markets that the forecast applies to. References:

- * Certification Sales Representative Trailhead
- * Cert Prep: Salesforce Certified Sales Representative Trailhead
- * [Forecasting Guide Salesforce Help]

NEW QUESTION #89

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