

Salesforce-Sales-Representative Practice Test - Salesforce-Sales-Representative Actual Dump



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Salesforce Salesforce-Sales-Representative Exam Syllabus Topics:

Topic	Details
Topic 1	Forecasting: In this topic, Salesforce Sales Professionals assess forecast accuracy to drive opportunity consistency and evaluate risks and opportunities in business deals. Understanding key inputs for the forecasting process helps optimize predictions, an essential skill for the Salesforce Certified Sales Representative Exam.
Topic 2	Planning: In this topic, Salesforce Sales Professionals examine the elements of territory planning, such as account segmentation and prioritization. The focus of this topic is on creating approaches to engage key accounts effectively and developing robust business relationships with essential roles and personas.
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.
Topic 4	Customer Engagement: In this topic, Salesforce Sales Professionals explore how to demonstrate thought leadership to shift customer perspectives and align solutions with needs. Moreover, the topic focuses on leveraging multiple touchpoints builds prospect interest, while nurturing relationships enhances product adoption.

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Quiz 2025 Salesforce High Pass-Rate Salesforce-Sales-Representative:

Salesforce Certified Sales Representative Practice Test

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Salesforce Certified Sales Representative Sample Questions (Q114-Q119):

NEW QUESTION # 114

A sales team knows the importance of building an accurate forecast.

Which foundational priority should be in place to help ensure data quality across teams?

- A. Pipeline visibility
- B. Collaboration
- C. Sales process

Answer: C

Explanation:

Sales process is the foundational priority that should be in place to help ensure data quality across teams when building an accurate forecast. A forecast is a prediction or estimation of future sales revenue based on current and historical data. A sales process is a series of steps or stages that guide a sales rep from finding prospects to closing deals. Having a sales process helps to ensure data quality across teams by providing a common framework, language, and criteria for entering, updating, and reporting data in a consistent and reliable way.

NEW QUESTION # 115

A sales representative is in the closing stages of a deal and wants to summarize the benefits their solution provides to the customer. What should the sales rep use to build their business case?

- A. Contract review
- B. Value map
- C. Feature list

Answer: B

Explanation:

A value map is a tool that can be used to build a business case by summarizing the benefits that the solution provides to the customer. A value map shows how the solution aligns with the customer's strategic objectives, key performance indicators (KPIs), pain points, and needs. A value map also quantifies the expected outcomes and return on investment (ROI) for the customer. Reference: <https://www.salesforce.com/resources/articles/value-selling/#value-selling-tools>

NEW QUESTION # 116

A sales representative is asked by their sales manager to lead a cold-calling campaign. Where can the sales rep start?

- A. Identify prospect pain points.
- B. Enter prospect leads into an auto dialer.
- C. Gather prospect contact information.

Answer: C

Explanation:

Gathering prospect contact information is the best place to start for a sales representative who is asked to lead a cold-calling campaign, because it is the first step in identifying and reaching out to potential customers. The sales rep should use various sources and methods to find the names, phone numbers, email addresses, and other relevant details of the prospects who match their ideal customer profile. The sales rep should also verify and update the contact information regularly, and track the results of their calls. Identifying prospect pain points or entering prospect leads into an auto dialer are not the best answers, because they are not the first

steps in a cold-calling campaign. Identifying prospect pain points is something that the sales rep should do during or after the call, by asking open-ended questions and listening to the prospect's needs and challenges. Entering prospect leads into an auto dialer is a tool that the sales rep can use to automate and streamline their calling process, but it requires having the prospect contact information first. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 117

A sales representative just closed a deal and wants to make sure the customer is set up for success. How can the sales rep ensure the customer has a great experience with the product?

- A. Recommend additional products and services.
- **B. Provide timely support and training.**
- C. Share other customer success stories.

Answer: B

Explanation:

Providing timely support and training is one of the best ways to ensure the customer has a great experience with the product. Support and training help the customer to use the product effectively, efficiently, and confidently, as well as to troubleshoot any issues or challenges they may encounter. Support and training also help to build trust, loyalty, and retention with the customer. References: <https://www.salesforce.com/resources/articles/customer-service/#customer-service-tips>

NEW QUESTION # 118

A customer experiences issues with a product after the sale is complete. The sales representative and service team were not able to resolve the issue. What is the best course of action in this scenario?

- A. Highlight that all procedural processes have been completed and there is nothing more they can do until more details are known.
- B. Acknowledge the issue and explain to the customer that service is responsible for fixing it.
- **C. Escalate the issue to higher-level stakeholders and work collaboratively to find a solution.**

Answer: C

Explanation:

When a customer experiences issues with a product after the sale is complete, the sales representative should not pass the responsibility to the service team, nor should they give up on finding a solution. Instead, the sales representative should escalate the issue to higher-level stakeholders, such as managers, executives, or product experts, and work collaboratively with them and the service team to find a solution that satisfies the customer.

This shows the customer that the sales representative cares about their success and is willing to go the extra mile to resolve the issue. References: [Sales Rep Training: Handle Customer Issues], [Cert Prep: Salesforce Certified Sales Representative: Service and Support]

NEW QUESTION # 119

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