

Salesforce-Sales-Representative Valid Dumps Sheet - First-grade New Salesforce Certified Sales Representative Test Price



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Salesforce Salesforce-Sales-Representative Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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.

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Salesforce Certified Sales Representative Sample Questions (Q10-Q15):

NEW QUESTION # 10

How can whitespace analysis improve a sales representative's account management strategy?

- A. Analyzes contract length and segment to identify retention opportunities.
- B. Identifies key stakeholders and decision makers to nurture relationships.
- C. Determines current products and opportunities to sell additional products.

Answer: C

Explanation:

Determining current products and opportunities to sell additional products is how whitespace analysis can improve a sales rep's account management strategy. Whitespace analysis is the process of identifying gaps or opportunities in an account where the sales rep can offer more products or services that can add value to the customer. Whitespace analysis helps to increase revenue, profitability, and customer loyalty, as well as to prevent competitors from entering the account.

NEW QUESTION # 11

How should a sales representative use a client profile during the sales process?

- A. To tailor a message to meet a target audience's needs
- B. To create messages that appeal to a broad audience
- C. To build a standard message to maximize return on investment (ROI)

Answer: A

Explanation:

Tailoring a message to meet a target audience's needs is how a sales rep should use a client profile during the sales process. A client profile is a document that summarizes the characteristics, preferences, and behaviors of a specific segment or group of customers. A message is a communication or presentation that the sales rep delivers to the customers to persuade them to buy their product or service. Tailoring a message helps to show relevance, value, and differentiation to the target audience, as well as to capture their attention and interest.

NEW QUESTION # 12

A sales representative wants to highlight a customer's return on their investment. Which type of analysis should the sales rep use to show this?

- A. SWOT analysis
- B. Root cause analysis
- C. Cost benefit analysis

Answer: C

Explanation:

A cost benefit analysis is a type of analysis that compares the costs and benefits of a project or decision, and calculates the net value or return on investment. A cost benefit analysis can help a sales rep highlight a customer's return on their investment by showing how the benefits of the product or service outweigh the costs, and by quantifying the value in monetary terms. A cost benefit analysis should include all relevant costs and benefits, such as initial costs, recurring costs, opportunity costs, direct benefits, indirect benefits, and intangible benefits. A cost benefit analysis should also consider the time value of money, the discount rate, and the payback period. Reference:

Sales Rep Training: Create Effective Selling Habits, unit "Use Cost Benefit Analysis to Sell with Value".

Cert Prep: Salesforce Certified Sales Representative, unit "Close Deals with Value".

How to calculate your Return on Customer Investment.

NEW QUESTION # 13

A sales representative's existing customer is opening offices in new regions. What should the sales rep focus on to increase the contract value?

- **A. Expansion target**
- B. Growth target
- C. Efficiency target

Answer: A

Explanation:

Expansion target is the best answer because it refers to the opportunity to sell more products or services to an existing customer who is growing their business or entering new markets. The sales rep should focus on understanding the customer's needs and goals in the new regions, and offer solutions that can help them achieve them. Efficiency target and growth target are not relevant to this scenario, because they are related to the sales rep's own performance and objectives, not the customer's. Efficiency target is about improving the sales rep's productivity and effectiveness, while growth target is about acquiring new customers or increasing market share.

Reference: Certification - Sales Representative - Trailhead, [Sales Rep Training: Prepare Your Team to Sell Successfully - Trailhead]

NEW QUESTION # 14

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.

Reference: <https://www.salesforce.com/resources/articles/customer-service/#customer-service-tips>

NEW QUESTION # 15

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