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

NEW QUESTION # 119
A sales representative recently closed a deal and wants to measure how likely the customer would be to recommend the product. Which measurement should the sales rep use?

- A. Customer Satisfaction Survey (CSAT)
- B. Customer Engagement Score (CES)
- C. Net Promoter Score (NPS)

Answer: C

Explanation:

Net Promoter Score (NPS) is a metric that evaluates the loyalty and satisfaction of customers based on how likely they are to recommend a product or service to others. It is calculated by asking customers one question:

"On a scale from 0 to 10, how likely are you to recommend this product/service to a friend or colleague?" Customers who respond with a 9 or 10 are considered promoters, customers who respond with a 7 or 8 are considered passives, and customers who respond with a 6 or lower are considered detractors. The NPS is then calculated by subtracting the percentage of detractors from the percentage of promoters. NPScan help sales reps identify their most enthusiastic and loyal customers, as well as those who are at risk of churn or dissatisfaction. NPS can also help sales reps generate referrals, testimonials, and reviews from their promoters, as well as improve their products and services based on the feedback from their detractors and passives. References:
* What is Net Promoter Score (NPS)? How to Calculate & Interpret - Hotjar
* Net Promoter Score (NPS): The Ultimate Guide - Qualtrics
* What is Net Promoter Score (NPS)| Definition and Examples - ProductPlan

NEW QUESTION # 120

A sales representative wants to transition to a recommendation in a way that demonstrates their ability to provide a competitive solution.

What should they use?

- A. Solution unit
- B. Summary statement
- C. Success story

Answer: C

Explanation:
A success story is what the sales representative should use to transition to a recommendation in a way that demonstrates their ability to provide a competitive solution, because it shows the customer how the sales rep's solution has helped other customers with similar needs and challenges, and what results and benefits they have achieved. A success story can also help to build trust and credibility with the customer, and inspire them to take action. A summary statement or a solution unit are not the best answers, because they are not as effective as a success story in demonstrating the sales rep's competitive advantage. A summary statement is a brief recap of the customer's situation, needs, and desired outcomes, but it does not show how the sales rep's solution can meet them. A solution unit is a specific feature or benefit of the sales rep's solution, but it does not show how it has worked for other customers or what outcomes it can deliver. References: Certification - Sales Representative - Trailhead, Sales Rep Training: Customer Engagement - Trailhead

NEW QUESTION # 121

When assigned a new sales territory, what is the first step toprioritizing selling efforts?

- A. Determine the number of accounts and territory size.
- B. Identify the territory's key accounts.
- C. Determine the physical location of each account.

Answer: B

Explanation:
The first step to prioritizing selling efforts in a new sales territory is to identify the key accounts, which are the most valuable and strategic customers for the business. By focusing on the key accounts, the sales representative can maximize the impact of their efforts and build strong relationships with the decision- makers and influencers. Key accounts can also provide referrals, testimonials, and insights that can help the sales representative expand their network and opportunities in the territory. References:
* Sales Rep Training: Prioritize Your Selling Efforts
* Cert Prep: Salesforce Certified Sales Representative: Prioritize Your Selling Efforts

NEW QUESTION # 122

A sales representative is preparing a presentation to showcase the value proposition of their solution to a prospect.
What should be the main objective of this presentation?

- A. To communicate how the solution addresses the prospect's pain points and needs, and delivers tangible return on investment (ROI)

- B. To build credibility with the prospect using their public speaking skills and professional appearance
- C. To provide an in-depth analysis of the prospect's competitors and market trends

Answer: A

Explanation:
The main objective of a value proposition presentation is to show the prospect how the solution can solve their problems, fulfill their needs, and provide them with benefits that outweigh the costs. A value proposition presentation should highlight the unique features and advantages of the solution, as well as quantify the expected outcomes and ROI for the prospect. Reference: https://www.salesforce.com/resources/articles/value-proposition/#value-proposition-presentation

NEW QUESTION # 123
A new sales representative is struggling to fill the top of their sales funnel.
What is the potential benefit of revisiting dead opportunities?

- A. To gain customer feedback and improve their approach
- B. To determine if the customer needs have changed
- C. To see it new decision makers are available

Answer: B

Explanation:
Determining if the customer needs have changed is a potential benefit of revisiting dead opportunities. Dead opportunities are prospects who did not buy the product for various reasons, such as budget, timing, or fit. Revisiting dead opportunities can help to identify if their situation has changed, if their pain points have increased, or if they are more open to considering the product again. Reference: https://www.salesforce.com/resources/articles/lead-generation/#lead-generation-strategies

NEW QUESTION # 124
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