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QUESTION 1

What are the four elements of emotional intelligence?

- A. Plan, engage, execute, and close
- B. Discover, define, design, and deliver
- C. Self-awareness, self-management, empathy, and skilled relationships

Correct Answer: C

Self-awareness, self-management, empathy, and skilled relationships are the four elements of emotional intelligence. Emotional intelligence is the ability to understand and manage one's own emotions and those of others. Emotional intelligence helps to improve communication, collaboration, and influence in sales.

References:

<https://trailhead.salesforce.com/en/content/learn/modules/emotional-intelligence/emotional-intelligence-introduction>

QUESTION 2

A sales representative closed a deal with a customer 6 months ago. The customer is now experiencing issues with the solution and the sales rep is trying to assess the customer's realized value.

What should the sales rep do?

- A. Acknowledge the customer's concerns while trying to find easier customers.
- B. Reassess the customer's expected value based on the current situation.
- C. Try to sell additional products or services to increase the realized value.

Correct Answer: B

Realized value is the difference between the expected value and the actual value that the customer receives from using the solution. If the customer is experiencing issues with the solution, the sales rep should reassess the customer's expected value based on the current situation, identify any gaps or discrepancies, and work with the customer to resolve them and ensure their satisfaction.

References:

<https://www.salesforce.com/resources/articles/customer-success/#customer-success-metrics>

QUESTION 3

A customer's order was sent to the incorrect warehouse for fulfillment. The order has yet to be fulfilled.

What should the sales representative check to fulfill the order through a different warehouse?



- A. Product inventory
- B. Shipping time
- C. Pricing information

Correct Answer: A

Product inventory is what the sales rep should check to fulfill the order through a different warehouse. Product inventory shows the availability and location of the product in different warehouses. Checking product inventory helps to ensure that the order can be fulfilled in a timely and efficient manner, as well as to avoid any delays or errors. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-essentials-basics/salesforce-essentials-sales-process>

QUESTION 4

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.

Correct Answer: C

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.

QUESTION 5

A sales representative receives an objection and encourages the customer to elaborate on their hesitation and responses.

Which type of questions are they leveraging?

- A. Change
- B. Clarifying
- C. Confirming

Correct Answer: B

Clarifying questions are the type of questions that the sales rep is leveraging when they encourage the customer to elaborate on their hesitation and responses. Clarifying questions are questions that help to understand, verify, or confirm the information or meaning of what the customer says. Clarifying questions help to avoid confusion, misunderstanding, or miscommunication, as well as to provide relevant information or solutions. References: <https://www.salesforce.com/resources/articles/sales-questions/#sales-questions-types>



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