

Verizon Cellular Sales Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. A customer is not required to trade-in their phone on the same day as the purchase; they may trade it in later for in-store or account credit, even if it is a Promo Trade.**
 - A. True**
 - B. False**
 - C. Depends on the model**
 - D. Only for non-Promo trades**

- 2. Which transition can help move from one point to the next in the 4-Point Play?**
 - A. Tell me more about**
 - B. You mentioned____, walk me through _____**
 - C. Both of the above**
 - D. Neither of the above**

- 3. What is the purpose of the 'Remarks' section in a customer account?**
 - A. Leave notes about the account**
 - B. Track data usage**
 - C. Verify identity**
 - D. Manage device payments**

- 4. How many total benefits are listed for VMP?**
 - A. 5**
 - B. 7**
 - C. 6**
 - D. 8**

- 5. What should you do to begin the discovery process without it feeling like interrogation?**
 - A. Ask for permission from your customer to qualify them.**
 - B. Start with a personal story.**
 - C. Immediately present plans.**
 - D. Avoid asking questions.**

- 6. What is the first step in processing an in-store tech trade shipment?**
- A. Properly inspect the device for damage**
 - B. Remove accounts from the device**
 - C. Factory Data Reset the device**
 - D. Print the trade-in invoice**
- 7. Can a customer make partial or additional payments to a DPP after they have signed up for it?**
- A. Yes**
 - B. Sometimes**
 - C. Only after 6 months**
 - D. No**
- 8. Which Pull Thru should you focus on selling the most?**
- A. Tablets and MiFi's**
 - B. Smartphones**
 - C. Laptops**
 - D. Desktops**
- 9. True or False: It is okay to share promo ending dates with customers.**
- A. False**
 - B. True**
 - C. Sometimes**
 - D. Not allowed**
- 10. For every one compliment given to the low Spiff device, how many compliments should be given to the Spiff phone?**
- A. Two**
 - B. Four**
 - C. Three**
 - D. Five**

Answers

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1. A
2. C
3. A
4. B
5. A
6. A
7. D
8. A
9. A
10. C

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Explanations

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1. A customer is not required to trade-in their phone on the same day as the purchase; they may trade it in later for in-store or account credit, even if it is a Promo Trade.

A. True

B. False

C. Depends on the model

D. Only for non-Promo trades

Trading-in a device can be done after the purchase, not only on the same day. You can bring the device back later and still receive value in the form of in-store credit or credit to the customer's account, and this applies even for Promo Trades. The important part is that the device meets the eligibility criteria when the trade-in is completed and the store processes the trade. If everything checks out, the promo value is applied as either store credit or account credit, depending on what the customer chooses. This flexibility helps customers who need time to prepare the device or want to see how the credit affects their total cost before trading in.

2. Which transition can help move from one point to the next in the 4-Point Play?

A. Tell me more about

B. You mentioned ____, walk me through ____

C. Both of the above

D. Neither of the above

Moving from one point to the next in a structured sales conversation relies on transitions that invite detail and anchor the next step. Saying "Tell me more about" signals genuine curiosity and opens the floor for the customer to expand on what they've just shared, which keeps the dialogue flowing and helps uncover deeper needs. Using a phrase that ties what the customer mentioned to a concrete path forward—"You mentioned ____, walk me through ____"—turns a comment into a step-by-step exploration, guiding the conversation toward actionable detail. Both of these approaches are valuable because they handle different moments: you can invite more detail when things feel broad, or prompt a walkthrough when you need to translate a statement into a clear process. Together, they provide flexible tools to maintain momentum and move smoothly to the next point. That's why selecting both as effective transitions is the best choice.

3. What is the purpose of the 'Remarks' section in a customer account?

- A. Leave notes about the account**
- B. Track data usage**
- C. Verify identity**
- D. Manage device payments**

The Remarks section stores internal notes about the account to help any agent pick up where the previous one left off. It captures what happened in conversations, customer requests, actions taken, and any follow-up needed, so another team member can understand the context without repeating questions or missteps. This makes service smoother and ensures continuity. It isn't used for data usage tracking, identity verification, or managing device payments. Data usage is tracked in usage reports, identity checks happen during authentication, and device payments are handled in the billing system. Remarks simply provide a human-friendly history of account interactions and decisions.

4. How many total benefits are listed for VMP?

- A. 5**
- B. 7**
- C. 6**
- D. 8**

The question tests your ability to count how many distinct benefits are listed for VMP in the materials. If you review the VMP benefits section and count each separate benefit as it appears, you'll find seven distinct items. Treat each listed bullet as one benefit, even if two items touch on related outcomes, and avoid counting notes or examples that aren't presented as separate benefits. So the total number of benefits is seven.

5. What should you do to begin the discovery process without it feeling like interrogation?

- A. Ask for permission from your customer to qualify them.**
- B. Start with a personal story.**
- C. Immediately present plans.**
- D. Avoid asking questions.**

Starting the discovery with a request for permission to qualify sets the tone for a collaborative conversation rather than an interrogation. When you ask to qualify, you signal respect for the customer's time and autonomy, and you invite them to co-create the path of the discussion. This approach makes it clear you're trying to understand their situation, goals, and constraints so you can determine fit and next steps together. It reduces defensiveness, builds trust, and makes it easier to gather the information that truly matters (needs, timelines, and decision-making), which keeps the conversation efficient and productive. Choosing to begin with a personal story might grab attention, but it can derail the discovery by shifting focus away from the customer's needs. Jumping straight to presenting plans can feel pushy and risk closing off honest conversation. Not asking questions at all stops discovery in its tracks, leaving you without the crucial insights that help tailor a solution.

6. What is the first step in processing an in-store tech trade shipment?

- A. Properly inspect the device for damage**
- B. Remove accounts from the device**
- C. Factory Data Reset the device**
- D. Print the trade-in invoice**

The first thing to do when a tech trade shipment arrives is to inspect the device for damage. This initial check confirms that the shipment is complete and that there aren't any visible issues that would affect value or require a carrier claim. Documenting any dents, cracks, or missing parts right away protects both the store and the customer, and it helps determine whether the unit can be accepted into the trade-in program as-is or if it needs further evaluation or a claim with the carrier. After you've verified the physical condition and counted the items, you proceed with other steps to protect customer data and prepare the device for assessment. Removing accounts from the device and performing a factory reset are privacy and preparation tasks that should follow the initial damage and contents check. Printing the trade-in invoice is an administrative step that typically comes after the device has been checked and documented, ensuring the documented condition informs the final valuation.

7. Can a customer make partial or additional payments to a DPP after they have signed up for it?

- A. Yes**
- B. Sometimes**
- C. Only after 6 months**
- D. No**

The key idea here is how a Device Payment Plan is structured. When a customer signs up for a Device Payment Plan, the cost of the device is divided into fixed monthly installments that are paid on a set schedule. The plan is designed around those exact payments, and the terms do not include a provision for applying partial or extra payments toward the balance after enrollment. In other words, once the plan is active, you're expected to make the scheduled payments as stated, without adding extra payments to shorten the term. If someone wants to change the balance, they would need a different payoff option outside the standard DPP terms.

8. Which Pull Thru should you focus on selling the most?

A. Tablets and MiFi's

B. Smartphones

C. Laptops

D. Desktops

Pull-through focuses on devices that most naturally drive adding or expanding a data plan and related services during the same sale. Tablets and MiFi hotspots fit this best because they are data-centric devices that typically require an active plan and often lead customers to add or upgrade service, increasing both one-time revenue and ongoing monthly revenue. Tablets and MiFi are commonly purchased to share data across multiple devices or for family use, travel, or work-from-home scenarios, which makes it easier to attach a data plan and accessories. Smartphones are essential, but the sale often centers on the device itself and its plan rather than on a secondary attachment that broadens the data ecosystem. Laptops and desktops are less likely to be sold with carrier data plans in many cases and don't align as tightly with the mobile in-store pull-through mindset.

9. True or False: It is okay to share promo ending dates with customers.

A. False

B. True

C. Sometimes

D. Not allowed

Promotions have terms that can change, and ending dates aren't guaranteed once set. The best approach is to present the promotion with its current terms and guide customers to the official source for the exact expiration, rather than committing to a date from memory. If a customer asks when it ends, offer to pull up the official promo details in the store system or marketing materials and discuss the savings and eligibility without stating a date you may not be able to stand behind. This keeps the information accurate and compliant.

10. For every one compliment given to the low Spiff device, how many compliments should be given to the Spiff phone?

A. Two

B. Four

C. Three

D. Five

This question relies on a simple proportional relationship: the Spiff phone should receive three compliments for every one given to the low Spiff device. That means the phone's count is three times the device's count. So if the device gets 1 compliment, the phone should get 3; if the device gets 2, the phone should get 6, and so on. The rule describes a 1:3 ratio, so the appropriate amount for the phone when the device gets one compliment is three.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://verizoncellularsales.examzify.com>

We wish you the very best on your exam journey. You've got this!

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