

VERIZON CELLULAR SALES PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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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. The Needs/Wants/Desires point is designed to help you do what?**
 - A. To narrow down to 2 phones that best fit their needs
 - B. To identify business accounts
 - C. To discuss budget only
 - D. To evaluate credit score
- 2. What is the purpose of moving a DPP balance to another line?**
 - A. To transfer to another device
 - B. To reduce monthly payments
 - C. To downgrade service
 - D. To free up their line for a new DPP agreement
- 3. TRUE or FALSE: It is okay to do feature changes (remove vz cloud, remove vz navigator) on one line while upgrading another.**
 - A. True
 - B. Depends
 - C. False
 - D. Not sure
- 4. Which option is NOT listed as a way to submit an Asurion claim?**
 - A. Call Asurion
 - B. Phoneclaim.com
 - C. Email support
 - D. Visit a store
- 5. Which option describes where to perform the verification of a customer's device payment spend limit in the system?**
 - A. Billing Portal
 - B. OMNI
 - C. RQ Navigator
 - D. Customer App

- 6. The deadline to submit a device after an Early Upgrade DPP is which of the following?**
- A. 14 days
 - B. 7 days
 - C. 21 days
 - D. 28 days
- 7. Where do you go to complete a quick ship transfer?**
- A. Inventory Console, Transfer, Quick Ship Transfer
 - B. Sales Console
 - C. Carrier Portal
 - D. Quick Ship Dashboard
- 8. Camera quality is measured in?**
- A. GB
 - B. GHz
 - C. mAh
 - D. MP
- 9. You must manually add the proper VMPMD SKU into a Bill Of Sale in RQ in order to get credit for it?**
- A. False
 - B. Not necessary
 - C. True
 - D. Not applicable
- 10. Which resource lists the current customer promotions you can quote to customers?**
- A. Sales Playbook
 - B. Marketing Newsletter
 - C. CS Promo Guide
 - D. Product Catalog

Answers

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

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Explanations

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1. The Needs/Wants/Desires point is designed to help you do what?

A. To narrow down to 2 phones that best fit their needs

B. To identify business accounts

C. To discuss budget only

D. To evaluate credit score

Focus on discovering what the customer truly needs and cares about in a device. When you understand their essential needs and desires—things like battery life, camera quality, screen size, durability, ecosystem, and price—you can quickly narrow the catalog to the two phones that fit those priorities best. This keeps the conversation efficient, makes it easier to compare the top two options, and helps you tailor a recommendation that truly aligns with what matters to the customer. It isn't about identifying business accounts, discussing budget in isolation, or evaluating credit score; those are separate parts of the process. The goal here is to match the right devices to their needs so the decision feels natural and confident.

2. What is the purpose of moving a DPP balance to another line?

A. To transfer to another device

B. To reduce monthly payments

C. To downgrade service

D. To free up their line for a new DPP agreement

A DPP balance is the remaining amount owed on a device under Verizon's Device Payment Program and is tied to a specific line. If you want to get a new device under a fresh DPP, you need a line that isn't currently bound by an existing DPP. Moving the balance to another line shifts that debt away from the line you want to upgrade, effectively freeing that original line to start a new DPP for a new device. The goal here is to create a clean line ready for a new agreement, not to reduce the total amount owed or to change service levels. So this approach is used to free up a line for a new DPP.

3. TRUE or FALSE: It is okay to do feature changes (remove vz cloud, remove vz navigator) on one line while upgrading another.

A. True

B. Depends

C. False

D. Not sure

When handling multiple lines on one account, changes to line features and upgrades need to stay coordinated. Removing features like vz cloud or vz navigator on one line while upgrading another creates a mismatch in what each line is entitled to and can complicate provisioning, billing, and activation. The upgrade affects the line's pricing and entitlements, and mixing it with a feature removal on a different line can lead to misbilling or failed provisioning because the system expects changes to be completed in a consistent, orderly way. To keep everything aligned and the customer's bill accurate, these actions should be bundled in the same order or handled sequentially with the upgrade fully completed before applying separate feature removals (or vice versa) on other lines. So, it's not advisable to perform a feature change on one line while upgrading another.

4. Which option is NOT listed as a way to submit an Asurion claim?

- A. Call Asurion
- B. Phoneclaim.com
- C. Email support
- D. Visit a store**

Submitting an Asurion claim is typically done through official channels like calling Asurion, using the online claim portal at phoneclaim.com, or emailing support. These methods are specifically designed to initiate and manage the claim process electronically. Visiting a store, while it can be helpful for in-person service or pickups after a claim is started, isn't listed as a way to submit the claim itself. So the option that doesn't fit as a submission method is visiting a store.

5. Which option describes where to perform the verification of a customer's device payment spend limit in the system?

- A. Billing Portal
- B. OMNI**
- C. RQ Navigator
- D. Customer App

Verifying a customer's device payment spend limit is an internal check against the system that stores the customer's credit data and device-payment authorization details. The place to do this is OMNI, which provides the centralized view of customer accounts, including spend limits, credit status, and device payment arrangements. Agents use OMNI to confirm the limit before approving a device payment or a payment plan, ensuring the customer has authorization for the requested spend. The Billing Portal is for customer self-service tasks like viewing and paying bills, not for internal spend-limit verification. The Customer App serves customers directly and displays account information, but verification actions are handled in back-end systems. RQ Navigator is used for other workflows and does not provide the device payment spend verification capability.

6. The deadline to submit a device after an Early Upgrade DPP is which of the following?

- A. 14 days**
- B. 7 days
- C. 21 days
- D. 28 days

Submitting the device within a two-week window after starting an Early Upgrade DPP is required. This two-week deadline keeps the upgrade process moving smoothly by giving enough time to process the trade-in or submission and confirm everything wiring in properly before finalizing the upgrade. If the device isn't submitted within this period, the upgrade can be paused or additional steps may be needed, which could affect eligibility or pricing. The policy isn't built around shorter or longer windows, so a period like seven days or extending beyond two weeks doesn't align with how the process is designed.

7. Where do you go to complete a quick ship transfer?

A. Inventory Console, Transfer, Quick Ship Transfer

B. Sales Console

C. Carrier Portal

D. Quick Ship Dashboard

Accessing the quick ship transfer is a function of the inventory management area. To complete it, go to the Inventory Console, then choose Transfer, and select Quick Ship Transfer. This path matters because transfers are part of inventory operations, so the Quick Ship Transfer option lives under the Transfer section of the Inventory Console. The Sales Console handles sales and orders, the Carrier Portal covers carrier-specific tasks, and a Quick Ship Dashboard is typically for viewing or starting quick ships rather than initiating the transfer itself. So navigating through the Inventory Console is the correct workflow.

8. Camera quality is measured in?

A. GB

B. GHz

C. mAh

D. MP

Camera quality is described by resolution, which is measured in megapixels. The number of megapixels indicates how many pixels make up the image, so more megapixels generally means more detail and allows for larger prints or tighter cropping without losing sharpness. But actual image quality also depends on other factors like sensor size, lens quality, and image processing, so megapixels aren't the whole story. The other terms refer to things unrelated to image quality: storage capacity (GB), processor speed (GHz), and battery capacity (mAh).

9. You must manually add the proper VMPMD SKU into a Bill Of Sale in RQ in order to get credit for it?

A. False

B. Not necessary

C. True

D. Not applicable

The key idea is that credit is linked to the exact product identifier recorded on the Bill Of Sale in the RQ system. The VMPMD SKU serves as that unique identifier, tying the sale to the specific promotion and ensuring the correct commission or credit is recorded. When you manually enter the proper VMPMD SKU on the Bill Of Sale, the system can accurately map the transaction to the right promo, the right item, and the right associate. Without this precise entry, the sale may not be credited correctly, or the credit could be missed or attributed incorrectly. So you should add the VMPMD SKU to the Bill Of Sale in RQ to ensure you receive credit for the sale. If you're unsure how to enter it, check the Bill Of Sale screen for an item/sku field and input the exact VMPMD SKU, then save and confirm the entry.

10. Which resource lists the current customer promotions you can quote to customers?

- A. Sales Playbook
- B. Marketing Newsletter
- C. CS Promo Guide**
- D. Product Catalog

The CS Promo Guide is the go-to reference because it's specifically created to list all current customer promotions that you can quote to customers. It's updated regularly, and includes details like which promotions are active, eligibility, expiration dates, stacking rules, and how to present the offer at the point of sale. That precision is essential for quoting accurately and avoiding miscommunication. Other resources cover different areas: a Sales Playbook provides general selling strategies and messaging, a Marketing Newsletter targets broader marketing communications, and a Product Catalog focuses on devices and pricing rather than the promotional terms themselves. The Promo Guide is the official source for promos.

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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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