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Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details
Topic 1	• Customer Success: This section of the exam measures skills of Sales Representatives and explains post-sales actions, order booking, and fulfillment. It also reviews the customer journey after the sale and evaluates the realized versus expected value to ensure satisfaction and retention.

Topic 2	• Deal Management: This section of the exam measures skills of Account Executives and includes qualifying prospects, understanding customer strategies and challenges, and defining solution scope. It emphasizes presenting value propositions, addressing challenges to close deals, and securing customer commitment for formal contracts.
Topic 3	• Customer Engagement:This section of the exam measures skills of Sales Representatives and focuses on building credibility through thought leadership, using multiple touchpoints to generate interest, and aligning solutions with customer needs. It also highlights the importance of nurturing relationships and driving product adoption for maximum value.
Topic 4	• Pipeline Management: This section of the exam measures skills of Sales Representatives and involves generating new pipeline opportunities, analyzing pipeline health, and ensuring data integrity. It also covers monitoring progression across sales stages and improving customer relevance.

Reliable Sales-101 Practice Materials, Salesforce Exam Sales-101 Actual Tests: Salesforce Certified Sales Foundations Pass Success

ExamDumpsVCE brings the perfect Sales-101 PDF Questions that ensure your Salesforce Certified Sales Foundations Sales-101 exam success on the first attempt. We have introduced three formats of our Salesforce Certified Sales Foundations Sales-101 Exam product. These formats are Salesforce Certified Sales Foundations Sales-101 web-based practice exam, Sales-101 desktop practice test software, and Sales-101 PDF Dumps.

Salesforce Certified Sales Foundations Sample Questions (Q86-Q91):

NEW QUESTION # 86
A forecast is based on the rollup of a set of opportunities.
What are three dimensionsin a forecast rollup?

- A. Contacts, product family, and revenue
- B. Time, categories, and territories
- C. Quotes, contacts, and territories

Answer: B

Explanation:
A forecast is a projection of how much revenue you can generate in a quarter. A forecast rollup is the aggregation of a set of opportunities based on three dimensions: time, categories, and territories. Time refers to the fiscal period, such as month or quarter, that the forecast covers. Categories refer to the stages of the sales process, such as commit, best case, or pipeline. Territories refer to the sales regions or markets that the forecast applies to. References:
* Certification - Sales Representative - Trailhead
* Cert Prep: Salesforce Certified Sales Representative - Trailhead
* [Forecasting Guide - Salesforce Help]

NEW QUESTION # 87
A sales representative conducts research with their customer and gains insights for developing a value proposition to solve their customer's challenges.
How should the sales rep introduce their valueproposition to their customer?

- A. Collaborate internally to iterate on the value proposition for the customer.
- B. Unveil the value proposition to the customer after it is finalized.
- C. Make a draft of the value proposition and seek customer feedback.

Answer: C

Explanation:
Making a draft of the value proposition and seeking customer feedback is the best way to introduce the value proposition to the customer, because it allows the sales rep to validate their assumptions, test their hypotheses, and refine their solution based on the customer's input. This also helps to build trust and rapport with the customer, and demonstrate that the sales rep is genuinely interested in solving their challenges. Collaborating internally to iterate on the value proposition for the customer is not a bad idea, but it does not involve the customer in the process, and may result in a solution that does not match the customer's needs or expectations. Unveiling the value proposition to the customer after it is finalized is a risky strategy, because it may surprise or disappoint the customer, and leave no room for adjustments or negotiations. References: Certification - Sales Representative - Trailhead, [Sales RepTraining: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 88
A sales representative is using elicitation techniques to gain a better understanding of their customer's business strategies, goals, initiatives, and challenges.
What are three elicitation techniques the sales rep should use?

- A. Processing, pace analysis, and perseverance
- B. Developing, testing, and implementation
- C. Brainstorming, observation, and surveys

Answer: C

Explanation:
Brainstorming, observation, and surveys are three elicitation techniques that the sales rep should use to gain a better understanding of their customer's business strategies, goals, initiatives, and challenges. Elicitation is the process of gathering information from various sources using different methods. Brainstorming is a technique that involves generating ideas or solutions through creative thinking and collaboration. Observation is a technique that involves watching or monitoring how customers perform their tasks or use their products.
Surveys are a technique that involves collecting feedback or opinions from customers using structured questions or scales.
References:https://trailhead.salesforce.com/en/content/learn/modules/sales-representative- certification-prep/sales-representative-certification-prep-prepare-for-your-exam

NEW QUESTION # 89
A sales representative proposes an engagement solution that works seamlessly across all media to a customer.
Which strategy supports the solution?

- A. Social networks
- B. Multi-channel
- C. Two-way dialogue

Answer: B

Explanation:
Multi-channel is the strategy that supports an engagement solution that works seamlessly across all media.
Multi-channel means using different communication channels (such as email, phone, social media, web chat, etc.) to reach and interact with customers and prospects. Multi-channel helps to increase customersatisfaction, loyalty, and retention by providing them with convenience, choice, and consistency.References:https://www.
salesforce.com/resources/articles/multichannel-marketing/#multichannel-marketing-definition

NEW QUESTION # 90
A sales representative is working with a customer who has recently placed an order. The customer informs the sales rep that they have unique tax requirements.
How shouldthe sales rep proceed to ensure a successful booking and fulfillment process?

- A. Redirect the customer to address their tax requirements with the appropriate department internally within the company.
- B. Acknowledge the tax requirements, but proceed with the standard process because the sales rep is unable to change company policies.
- C. Work closely with the relevant departments to address the tax requirements and ensure accurate order processing.

Answer: C

Explanation:
According to the Salesforce Sales Representative Learning objectives, one of the skills that a sales rep should have is to ensure customer satisfaction through streamlined fulfillment and order management. This includes collaborating with internal teams to handle any special requests or requirements from the customer, such as tax, shipping, or billing issues. By working closely with the relevant departments, the sales rep can ensure that the customer's tax requirements are met and that the order is processed correctly. This will also help to avoid any delays, errors, or disputes that could affect the customer's experience and satisfaction. References:
* [Sales Rep Training: Prepare Your Team to Sell Successfully], Unit 4: Manage the Order Process
* Salesforce Certified Sales Representative Exam Guide, Section 5: Fulfillment and Order Management, Objective 5.2: Given a scenario, demonstrate how to handle special requests or requirements from the customer.

NEW QUESTION # 91
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