

# 100% Pass Quiz Salesforce - Sales-101 Updated New Dumps



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Almost everyone is trying to get the Salesforce Sales-101 certification to update their CV or get the desired job. Every student faces just one problem and that is not finding updated study material. Applicants are always confused about where to buy real Salesforce Sales-101 Dumps Questions and prepare for the Salesforce Certified Sales Foundations (Sales-101) exam in less time. Nowadays everyone is interested in getting the Salesforce Certified Sales Foundations (Sales-101) certificate because it has multiple benefits for Salesforce career.

## Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Forecasting: This section of the exam measures skills of Account Executives and assesses forecasting accuracy, evaluating risks and opportunities, and understanding the inputs that drive forecasting. It ensures consistency in opportunity management and reliable business predictions.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>

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## Salesforce Sales-101 Accurate Questions and Answers

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### Salesforce Certified Sales Foundations Sample Questions (Q31-Q36):

#### NEW QUESTION # 31

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 Rep Training: Create Effective Selling Habits - Trailhead]

#### NEW QUESTION # 32

What can help a sales representative frame a solution around a customer's business challenges?

- A. Offering the lowest price possible
- B. Addressing the customer's pain points
- C. Focusing on their personal sales targets

**Answer: B**

Explanation:

A sales representative can frame a solution around a customer's business challenges by addressing the customer's pain points. Pain points are the specific problems or issues that the customer is facing or wants to avoid. By understanding the customer's pain points, the sales representative can tailor the solution to meet the customer's needs and goals, and demonstrate how the solution can solve the customer's problems or prevent them from occurring. Addressing the customer's pain points also helps the sales representative to build trust and rapport, and to show the value and benefits of the solution. References: [Sales Rep Training: Present Solutions], [Cert Prep: Salesforce Certified Sales Representative: Present Solutions]

#### NEW QUESTION # 33

A sales representative is asked by their sales manager to lead a cold-calling campaign. Where can the sales rep start?

- **A. Gather prospect contact information.**
- B. Identify prospect pain points.
- C. Enter prospect leads into an auto dialer.

**Answer: A**

Explanation:

Gathering prospect contact information is the best place to start for a sales representative who is asked to lead a cold-calling campaign, because it is the first step in identifying and reaching out to potential customers. The sales rep should use various sources and methods to find the names, phone numbers, email addresses, and other relevant details of the prospects who match their ideal customer profile. The sales rep should also verify and update the contact information regularly, and track the results of their calls. Identifying prospect pain points or entering prospect leads into an auto dialer are not the best answers, because they are not the first steps in a cold-calling campaign. Identifying prospect pain points is something that the sales rep should do during or after the call, by asking open-ended questions and listening to the prospect's needs and challenges. Entering prospect leads into an auto dialer is a tool that the sales rep can use to automate and streamline their calling process, but it requires having the prospect contact information first. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

#### NEW QUESTION # 34

A customer experiences issues with a product after the sale is complete. The sales representative and service team were not able to resolve the issue.

What is the best course of action in this scenario?

- **A. Escalate the issue to higher-level stakeholders and work collaboratively to find a solution.**
- B. Acknowledge the issue and explain to the customer that service is responsible for fixing it.
- C. Highlight that all procedural processes have been completed and there is nothing more they can do until more details are known.

**Answer: A**

Explanation:

When a customer experiences issues with a product after the sale is complete, the sales representative should not pass the responsibility to the service team, nor should they give up on finding a solution. Instead, the sales representative should escalate the issue to higher-level stakeholders, such as managers, executives, or product experts, and work collaboratively with them and the service team to find a solution that satisfies the customer.

This shows the customer that the sales representative cares about their success and is willing to go the extra mile to resolve the issue.

References: [Sales Rep Training: Handle Customer Issues], [Cert Prep: Salesforce Certified Sales Representative: Service and Support]

#### NEW QUESTION # 35

A forecast is based on the rollup of a set of opportunities.

What are three dimensions in 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

### NEW QUESTION # 36

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