

# The Best Sales-101 Latest Exam Duration | Sales-101 100% Free Guaranteed Questions Answers



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## Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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>
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>

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### Salesforce Certified Sales Foundations Sample Questions (Q33-Q38):

#### NEW QUESTION # 33

After verbally agreeing to the price and receiving a formal agreement, the customer informs the sales representative they are delaying the signature due to concerns about a liability risk.

Which customer role should the sales rep meet with to address the concerns?

- A. Operations
- **B. Legal**
- C. Finance

**Answer: B**

Explanation:

The customer role that the sales rep should meet with to address the concerns about a liability risk is legal.

Legal is the customer role that is responsible for reviewing and approving the contractual terms and conditions, ensuring compliance with laws and regulations, and mitigating any potential risks or liabilities.

The sales rep should consult with their own legal team and work collaboratively with the customer's legal team to resolve any issues or objections, and to finalize the agreement. References: [Sales Rep Training:

Negotiate and Close], [Cert Prep: Salesforce Certified Sales Representative: Negotiate and Close]

#### NEW QUESTION # 34

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 value proposition 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 # 35

Leadership at Universal Containers is pressuring sales representatives to maintain a healthy pipeline, Which best practice can the sales reps use to satisfy management?

- A. Rely on marketing to identify and qualify inbound deals.
- B. Keep dead deals open and move the next touchpoint dates forward.
- **C. Routinely scrub pipeline records and consistently disposition deals.**

**Answer: C**

Explanation:

Routinely scrubbing pipeline records and consistently dispositioning deals is a best practice that the sales reps can use to satisfy management and maintain a healthy pipeline. Scrubbing pipeline records means reviewing and updating the status, accuracy, and quality of the opportunities in the pipeline. Dispositioning deals means moving the opportunities to the next stage, closing them as won or lost, or removing them from the pipeline.

These practices help to ensure that the pipeline reflects the reality of the sales situation, as well as to identify and prioritize the most promising opportunities. References: <https://www.salesforce.com/resources/articles/sales-pipeline/#sales-pipeline-management>

#### NEW QUESTION # 36

What are the four elements of emotional intelligence?

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

**Answer: A**

Explanation:

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>

#### NEW QUESTION # 37

Why is collaborating with departments such as marketing and service crucial to generating a new pipeline?

- A. To expand and improve networking skills
- B. To avoid competing for the best leads
- C. To leverage additional expertise and resources

**Answer: C**

Explanation:

Leveraging additional expertise and resources is why collaborating with departments such as marketing and service is crucial to generating a new pipeline. A pipeline is a set of opportunities or potential customers that a sales rep is pursuing or managing in order to close sales. Collaborating with marketing and service helps to access their knowledge, skills, and tools that can help the sales rep generate more leads, nurture more prospects, and close more deals.

#### NEW QUESTION # 38

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