

Valid Sales-101 Test Syllabus | Sales-101 Valid Exam Voucher



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Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none">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.

Topic 3	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Planning: This section of the exam measures skills of Account Executives and covers territory planning, engaging key accounts, and calculating sales quota attainability. It also emphasizes developing strong business relationships and partnerships with key roles and personas to drive long-term success.
Topic 5	<ul style="list-style-type: none"> • 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.

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Salesforce Certified Sales Foundations Sample Questions (Q73-Q78):

NEW QUESTION # 73

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

Answer: A

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 # 74

What is a prerequisite for preparing an initial proposal that will bring value to the prospect?

- A. Provide as much technical information as possible.
- B. Discover their business needs.
- C. Use a template to create a framework.

Answer: B

Explanation:

A prerequisite for preparing an initial proposal that will bring value to the prospect is to discover their business needs. This involves asking open-ended questions, listening actively, and using whiteboarding or other techniques to explore and understand the

prospect's situation, goals, challenges, and pain points. By discovering their business needs, the sales representative can tailor the proposal to address the specific problems or opportunities that the prospect is facing, and to demonstrate how the solution can deliver value and benefits to the prospect. References: [Sales Rep Training: Explore Customer Needs], [Cert Prep: Salesforce Certified Sales Representative: Explore Customer Needs]

NEW QUESTION # 75

What is the desired outcome of an upsell proposal?

- A. To decrease customer churn rate
- B. To maintain current agreement during a renewal
- C. To optimize existing product offerings

Answer: C

Explanation:

The desired outcome of an upsell proposal is to optimize existing product offerings by selling more features or services to an existing customer. Upselling helps to increase customer satisfaction, loyalty, and retention by providing them with more value and benefits from the product. Upselling also helps to increase revenue and profitability for the sales rep and the company. References: <https://www.salesforce.com/resources/articles/upselling/#upselling-definition>

NEW QUESTION # 76

How can whitespace analysis improve a sales representative's account management strategy?

- A. Determines current products and opportunities to sell additional products.
- B. Analyzes contract length and segment to identify retention opportunities.
- C. Identifies key stakeholders and decision makers to nurture relationships.

Answer: A

Explanation:

Determining current products and opportunities to sell additional products is how whitespace analysis can improve a sales rep's account management strategy. Whitespace analysis is the process of identifying gaps or opportunities in an account where the sales rep can offer more products or services that can add value to the customer. Whitespace analysis helps to increase revenue, profitability, and customer loyalty, as well as to prevent competitors from entering the account.

NEW QUESTION # 77

A sales representative clarifies how a specific customer will benefit from the solution proposed.

Which part of a solution unit is the sales rep using?

- A. Benefit
- B. Fact
- C. Application

Answer: A

Explanation:

A benefit is a part of a solution unit that clarifies how a specific customer will benefit from the solution proposed. A benefit is the value or advantage that the solution provides to the customer, such as saving time, money, or effort, or increasing productivity, quality, or satisfaction. A benefit should be specific, measurable, and relevant to the customer's pain points and needs. References: <https://www.salesforce.com/resources/articles/value-selling/#value-selling-definition>

NEW QUESTION # 78

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with the others. In order to help you memorize the Sales-101 guide materials better, we have detailed explanations of the difficult questions such as illustration, charts and referring website. Every year some knowledge of the Sales-101 Practice Braindumps is reoccurring over and over. You must ensure that you master them completely.

- [illegible]