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Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none">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 3	<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 4	<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.

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Salesforce Certified Sales Foundations Sample Questions (Q84-Q89):

NEW QUESTION # 84

A sales representative delivers a proposal and is checking in with the prospect on the perceived value and alignment. At which stage are they in the sales process?

- A. Collaborate
- B. Connect
- **C. Confirm**

Answer: C

Explanation:

Confirming is the stage in the sales process where the sales representative delivers the proposal and checks in with the prospect on the perceived value and alignment. This stage is also known as the presentation or proposal stage, and it involves demonstrating how the solution meets the prospect's needs, goals, and challenges, and addressing any objections or concerns. The sales representative should also confirm the decision criteria, timeline, and next steps with the prospect, and ask for their commitment to move forward. Connecting is the stage where the sales representative identifies and reaches out to potential prospects, and establishes rapport and trust. Collaborating is the stage where the sales representative works with the prospect to understand their situation, needs, and desired outcomes, and co-creates a solution that fits their requirements. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 85

A sales representative wants to track which opportunities in their pipeline contain items that customers need for an event next month. How does tracking this help the sales rep manage risk?

- A. These deals can move to the next stage.
- **B. These deals can be expedited if required.**
- C. These deals must be assigned a surcharge.

Answer: B

Explanation:

Tracking which opportunities in their pipeline contain items that customers need for an event next month helps the sales rep manage risk by allowing them to expedite these deals if required. These deals have a higher urgency and a shorter sales cycle than other deals, and they may face challenges such as inventory shortages, delivery delays, or customer dissatisfaction. By tracking these deals, the sales rep can prioritize them, communicate with the customer and the internal team, and ensure that the items are delivered on time and meet the customer's expectations. References: [Sales Rep Training: Manage Your Pipeline], [Cert Prep: Salesforce Certified Sales Representative: Manage Your Pipeline]

NEW QUESTION # 86

A sales team knows the importance of building an accurate forecast. Which foundational priority should be in place to help ensure data quality across teams?

- A. Sales process
- B. Pipeline visibility
- **C. Collaboration**

Answer: C

Explanation:

A sales process is a set of steps and stages that guide the sales team from prospecting to closing deals. A sales process helps ensure data quality across teams by providing a common framework, language, and methodology for managing opportunities and forecasting. A sales process also helps align the sales team with the customer's buying journey, and enables them to track and measure their progress and performance. A sales process can improve the accuracy, consistency, and completeness of the data in the pipeline, and help the sales team make better decisions and predictions. References:

* Cert Prep: Salesforce Certified Sales Representative, unit "Assess Risks and Opportunities"

* [Sales Rep Training], unit "Create Effective Selling Habits"

* Salesforce Certified Sales Representative Exam Guide, section "Assess Risks and Opportunities"

NEW QUESTION # 87

A sales representative plans to attend a large industry conference.

How can the sales representative ensure the largest return on investment for attending the conference?

- A. Develop a targeted plan and coordinate a series of touchpoints.
- B. Attend as many networking events as possible.
- C. Set up meet and greet opportunities with attendees.

Answer: A

Explanation:

Developing a targeted plan and coordinating a series of touchpoints is a way to ensure the largest return on investment for attending a conference by maximizing the opportunities to connect with potential prospects, customers, and partners. A targeted plan should include identifying the goals, audience, and message for the conference, as well as scheduling meetings, events, and follow-ups with key contacts. References: [https://www.](https://www.salesforce.com/resources/articles/sales-conference/#sales-conference-tips)

[salesforce.com/resources/articles/sales-conference/#sales-conference-tips](https://www.salesforce.com/resources/articles/sales-conference/#sales-conference-tips)

NEW QUESTION # 88

A sales representative is having a difficult conversation with a customer who is delaying making a decision to move forward without providing much detail.

What should the sales rep do to uncover why the customer is delaying the decision?

- A. Highlight the benefits of the product to the customer.
- B. Discuss the customer's concerns with their internal team.
- C. Ask pointed questions to identify customer interests.

Answer: C

Explanation:

Asking pointed questions to identify customer interests is what the sales rep should do to uncover why the customer is delaying the decision. Pointed questions are questions that are direct, specific, and focused on a particular topic or issue. Pointed questions help to get to the core of the customer's hesitation, concerns, or objections, as well as to provide relevant information or solutions that can persuade them to take action.

References: <https://www.salesforce.com/resources/articles/sales-questions/#sales-questions-types>

NEW QUESTION # 89

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