

100% Pass 2026 Salesforce Sales-101 Exam Guide Materials



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Someone always asks: Why do we need so many certifications? One thing has to admit, more and more certifications you own, it may bring you more opportunities to obtain better job, earn more salary. This is the reason that we need to recognize the importance of getting the test Sales-101 certifications. More qualified certification for our future employment has the effect to be reckoned with, only to have enough qualification certifications to prove their ability, can we win over rivals in the social competition. Therefore, the Sales-101 Guide Torrent can help users pass the qualifying examinations that they are required to participate in faster and more efficiently.

Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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.

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Salesforce Sales-101 Test Topics Pdf - Valid Sales-101 Study Notes

There are some education platforms in the market which limits the user groups of products to a certain extent. And we have the difference compared with the other Sales-101 quiz materials for our Sales-101 study dumps have different learning segments for different audiences. We have three different versions of our Sales-101 Exam Questions on the formats: the PDF, the Software and the APP online. Though the content is the same, the varied formats indeed bring lots of conveniences to our customers.

Salesforce Certified Sales Foundations Sample Questions (Q20-Q25):

NEW QUESTION # 20

In the context of deal management, why is it important for a sales representative to earn a deeper level of trust and access to decision makers within the customer's organization?

- A. To increase the sales rep's personal network and influence
- **B. To enhance the sales rep's understanding of the customer's needs**
- C. To gain access to information about the customer's competitors

Answer: B

Explanation:

Earning a deeper level of trust and access to decision makers within the customer's organization is important for a sales representative in the context of deal management, because it can help the sales rep to enhance their understanding of the customer's needs, challenges, goals, and preferences. This can enable the sales rep to tailor their solution and value proposition to the customer's specific situation, and address any objections or concerns that may arise during the sales process. It can also help the sales rep to influence the decision makers and persuade them to choose their solution over the competitors'. Increasing the sales rep's personal network and influence or gaining access to information about the customer's competitors are not the best answers, because they are not directly related to the customer's needs, which are the primary focus of deal management. The sales rep should use their network and influence to support the customer's needs, not their own. The sales rep should also focus on differentiating their solution from the competitors', rather than obtaining information about them. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 21

After a sales representative presents a value proposition to customers, they raise some objections. The sales rep understands their reasoning and negative emotional reaction.

Which step should the sales rep take next to address these objections?

- A. Stand by the solution and point out their misunderstanding.
- B. Compare risks and benefits using features, advantages, and benefits (FAB).
- **C. Ask questions to determine if they can get the deal back on track.**

Answer: C

Explanation:

Asking questions to determine if they can get the deal back on track is the next step that the sales rep should take to address the objections from the customers after understanding their reasoning and negative emotional reaction. Asking questions helps to understand the root cause, scope, and impact of the objections, as well as to show empathy and respect for the customers' concerns. Asking questions also helps to clarify any misunderstandings, provide relevant information, and propose solutions that address the objections.

References: <https://www.salesforce.com/resources/articles/sales-objections/#sales-objections-handling>

NEW QUESTION # 22

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 # 23

A sales representative is asked by their sales manager to lead a cold-calling campaign.

Where can the sales rep start?

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

Answer: B

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 # 24

How does a sales representative determine if a customer might be a valid prospect for the product?

- **A. Understand the customer's pain points and what they attempted in the past that was unsuccessful.**
- B. Uncover what the customer is planning to do and the executive staff's purchasing preferences.
- C. Review the customer's website and tell the prospect that the product will solve their problems.

Answer: A

Explanation:

Understanding the customer's pain points and what they attempted in the past that was unsuccessful is a way to determine if a customer might be a valid prospect for the product. This helps to identify the customer's needs, challenges, goals, and motivations, as well as to assess their fit and readiness for the product. This also helps to position the product as a solution that can address their pain points and provide value. References: <https://www.salesforce.com/resources/articles/sales-process/#qualify>

NEW QUESTION # 25

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