

# Salesforce Certified Sales Foundations Verified Practice Cram & Sales-101 Study Pdf Dumps & Salesforce Certified Sales Foundations Exam Training Dumps



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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>• 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.</li> </ul>
Topic 4	<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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## Sales-101 New Dumps Files - Salesforce Original Sales-101 Questions: Salesforce Certified Sales Foundations Pass Success

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## Salesforce Certified Sales Foundations Sample Questions (Q24-Q29):

### NEW QUESTION # 24

A sales representative is working with a new customer who has provided an abundance of information about their company's goals and objectives.

Which challenge could the sales rep encounter when developing the scope of a sales solution?

- A. Difficulty understanding the customer's pain points
- B. The customer's lack of product knowledge
- C. Available discounts and payment terms to offer to the customer

**Answer: C**

Explanation:

A challenge that the sales rep could encounter when developing the scope of a sales solution for a new customer who has provided an abundance of information about their company's goals and objectives is the available discounts and payment terms to offer to the customer. The sales rep needs to balance the customer's budget and expectations with the company's profitability and policies. The sales rep also needs to consider the competitive landscape, the value proposition, and the customer's decision criteria. The sales rep should consult with their manager or team to determine the best pricing strategy and negotiation tactics for the deal. References: [Sales Rep Training: Negotiate and Close], [Cert Prep: Salesforce Certified Sales Representative: Negotiate and Close]

### NEW QUESTION # 25

A sales representative wants to prioritize their leads based on the likelihood to buy.

Which leads should be given the highest priority?

- A. New-unqualified
- B. Marketing-qualified
- C. Sales-qualified

**Answer: C**

Explanation:

Sales-qualified leads are leads that have been vetted by both marketing and sales teams and have expressed a clear interest in buying. They have gone through the stages of lead generation, lead nurturing, and lead qualification, and have met the criteria for being ready to buy. Sales-qualified leads should be given the highest priority, as they are the most likely to convert into customers and generate revenue. References:

\* Cert Prep: Salesforce Certified Sales Representative, unit "Sales Strategy and Planning".

\* The Ultimate Guide to Lead Prioritization, section "Focus on inbound leads".

### NEW QUESTION # 26

A sales representative has spent countless hours on due diligence to make the appropriate recommendation. At the last minute, the customer makes an unexpected objection. The sales rep is surprised and wants to better understand where this objection is coming from.

Which approach should the sales rep take?

- A. Revisit the discovery phase of the sales process.
- B. Acknowledge the objection and try to close with a different tactic.
- C. Highlight customer success stories to build credibility.

**Answer: A**

Explanation:

The discovery phase of the sales process is where the sales representative uncovers the customer's pain points, needs, goals, and challenges. By revisiting the discovery phase, the sales rep can better understand where the objection is coming from, and whether it

is a valid concern or a hidden motive. Revisiting the discovery phase can also help the sales rep restate the value proposition, reinforce the benefits of the solution, and address any gaps or misunderstandings that may have caused the objection. The other options are not effective approaches, as they may ignore the customer's perspective, damage the trust, or create more resistance.

References:

- \* Cert Prep: Salesforce Certified Sales Representative, unit "Value Selling"
- \* [Sales Rep Training], unit "Sell with Value"
- \* Salesforce Certified Sales Representative Exam Guide, section "Value Selling"

### NEW QUESTION # 27

A sales representative's existing customer is opening offices in new regions. What should the sales rep focus on to increase the contract value?

- A. Efficiency target
- **B. Expansion target**
- C. Growth target

**Answer: B**

Explanation:

Expansion target is the best answer because it refers to the opportunity to sell more products or services to an existing customer who is growing their business or entering new markets. The sales rep should focus on understanding the customer's needs and goals in the new regions, and offer solutions that can help them achieve them. Efficiency target and growth target are not relevant to this scenario, because they are related to the sales rep's own performance and objectives, not the customer's. Efficiency target is about improving the sales rep's productivity and effectiveness, while growth target is about acquiring new customers or increasing market share.

References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Prepare Your Team to Sell Successfully - Trailhead]

### NEW QUESTION # 28

After a successful sale of their latest software product, a sales representative wants to nurture their long-term relationship with the customer by driving product adoption.

What success metric for product adoption can the sales rep use?

- A. Session duration
- B. Number of users assigned a license
- **C. User login rates**

**Answer: C**

Explanation:

User login rates are a valuable success metric for product adoption, as they indicate the frequency and regularity with which customers are engaging with the software. High login rates typically suggest that users find the product valuable and are integrating it into their daily workflows. Salesforce advocates monitoring engagement metrics like login rates to gauge product adoption and to identify opportunities for further customer support and training, ensuring customers derive maximum value from their products.

Reference: Salesforce Help - Adoption Metrics

### NEW QUESTION # 29

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