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Our Salesforce Certified Sales Foundations (Sales-101) practice exam simulator mirrors the Salesforce Certified Sales Foundations (Sales-101) exam experience, so you know what to anticipate on Salesforce Certified Sales Foundations (Sales-101) certification exam day. Our Salesforce Certified Sales Foundations (Sales-101) practice test software features various question styles and levels, so you can customize your Salesforce Sales-101 exam questions preparation to meet your needs.

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Salesforce Sales-101 Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <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 2 | <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 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. |

Salesforce Certified Sales Foundations Sample Questions (Q108-Q113):

NEW QUESTION # 108

What is the desired outcome of an upsell proposal?

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

Answer: A

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 # 109

A prospect visited a company's website and completed a form expressing interest in a product. What should a sales rep focus on when qualifying the prospect?

- A. Product features
- B. Customer needs
- C. Marketing goals

Answer: B

Explanation:

Customer needs are what the sales rep should focus on when qualifying a prospect who visited a company's website and completed a form expressing interest in a product. Customer needs are the problems, challenges, goals, or desires that the prospect has and that the product can address. Focusing on customer needs helps to understand the value proposition of the product, build rapport and trust with the prospect, and determine their fit and readiness for the product. References: <https://www.salesforce.com/resources/articles/sales-process/#qualify>

NEW QUESTION # 110

A sales representative is struggling with forecast accuracy due to a lack of insight into the potential success of various opportunities. Which technique will help improve the sales rep's forecasting accuracy?

- A. Focusing on industry trends to predict future outcomes
- B. Prioritizing deals based on seller intuition
- C. Implementing AI-based deal scoring systems

Answer: C

Explanation:

One of the techniques that can help improve the sales rep's forecasting accuracy is implementing AI-based deal scoring systems, such as Salesforce Einstein. AI-based deal scoring systems use machine learning algorithms to analyze historical and real-time data from various sources, such as CRM, email, calendar, and social media, and assign a score to each opportunity based on the likelihood of closing. The score reflects factors such as the customer's engagement level, buying signals, past behavior, and fit with the ideal customer profile. By using AI-based deal scoring systems, the sales rep can prioritize the most promising opportunities, focus on the best actions to move them forward, and forecast more accurately and confidently. References:

* Improve Sales Forecasting Accuracy with These Best Practices, section "Use AI to Score Deals".

* How to Improve Sales Forecasting Accuracy, section "Use AI to Score Deals".

NEW QUESTION # 111

A Universal Containers sales representative is working with an account prospect to get them more comfortable with the company's offerings and solutions.

Which approach would help the sales rep educate the prospect about their offerings and solutions?

- **A. Share a current customer story for an account in a similar industry as the prospect.**
- B. Try to impress the prospect by using their industry's jargon when describing each offering.
- C. Tell the prospect about similar industry solutions, even if some may not be relevant.

Answer: A

Explanation:

Sharing a current customer story for an account in a similar industry as the prospect is an approach that can help the sales rep educate the prospect about their offerings and solutions. A customer story is a testimonial or case study that showcases how the sales rep's solution helped a customer achieve their goals, overcome their challenges, and improve their situation. A customer story can help the prospect relate to the solution, understand its value, and trust its credibility. References: <https://www.salesforce.com/resources/articles/customer-stories/#customer-stories-tips>

NEW QUESTION # 112

A sales representative wants to interact with prospects on platforms they use regularly.

Which approach should the sales rep take?

- **A. Social selling**
- B. Lead nurturing
- C. Cold calling

Answer: A

Explanation:

Social selling is the approach that the sales rep should take to interact with prospects on platforms they use regularly. Social selling means using social media platforms (such as LinkedIn, Twitter, Facebook, etc.) to connect with prospects, build relationships, and generate leads. Social selling helps to increase brand awareness, trust, and credibility, as well as to provide value and insights to prospects. References: <https://www.salesforce.com/resources/articles/social-selling/#social-selling-definition>

NEW QUESTION # 113

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In order to gain more competitive advantages when you are going for a job interview, more and more people have been longing to get a Sales-101 certification. They think the certification is the embodiment of their ability; they are already convinced that getting a Sales-101 certification can help them look for a better job. There is no doubt that it is very difficult for most people to pass the Sales-101 Exam and have the certification easily. If you are also weighted with the trouble about a Sales-101 certification, we are willing to soothe your trouble and comfort you.

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