

# 最新版的最新Sales-101考證，提前為Salesforce Certified Sales Foundations Sales-101考試做好準備



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選擇最適合的Salesforce Sales-101題庫學習資料，並來獲得認證，它能加速您在信息技術行業里快速成長，也是加薪升遷的成功選擇。在取得您第一個Sales-101認證后，您還可以參加其它的IT認證考試，PDFExamDumps的考古題能幫助獲得更多的成功。我們擁有超多年的IT認證經驗，在我們的支援下，您可以順利的Salesforce Sales-101考試。我們還承諾，對於使用我們Sales-101考古題失敗的考生，將提供100%無條件退款。

## Salesforce Sales-101 考試大綱：

主題	簡介
主題 1	<ul style="list-style-type: none"><li>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.</li></ul>
主題 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>
主題 3	<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>
主題 4	<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>
主題 5	<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>

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## 最新的 Sales Professional Sales-101 免費考試真題 (Q30-Q35):

### 問題 #30

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

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

答案: B

解題說明:

The stage in the sales process where a sales representative delivers a proposal and checks in with the prospect on the perceived value and alignment is typically known as the "Confirm" stage. During this phase, the sales rep seeks to ensure that the proposal meets the prospect's needs and expectations, and that there is a mutual understanding of the value the solution offers. This step is crucial for moving towards closing the sale, as it involves resolving any outstanding questions or concerns and solidifying the prospect's commitment to proceeding. Salesforce outlines various stages in the sales process, and the confirmation stage is critical for validating that both parties are aligned before finalizing the deal.

Reference:Salesforce Sales Cloud - Sales Process

### 問題 #31

A sales representative has a customer who is indecisive about the proposed solution and hesitant to close the contract. How should the sales rep convince the customer to find the solution invaluable and close the contract?

- **A. Extend a free trial.**
- B. Bundle additional products.
- C. Offer promotional discounts.

答案: A

解題說明:

Offering promotional discounts is a way to convince an indecisive customer to find the solution invaluable and close the contract by creating a sense of urgency, exclusivity, and reciprocity. Promotional discounts can motivate the customer to act quickly before they miss out on a good deal, as well as make them feel special and appreciated for choosing your solution. References:<https://www.salesforce.com/resources/articles/sales-promotion/#sales-promotion-examples> Extending a free trial is a good way to convince an indecisive customer to close the contract, as it allows them to experience the value of the solution firsthand and overcome any doubts or objections. A free trial also creates a sense of urgency and scarcity, as the customer knows that they have a limited time to take advantage of the offer. By extending a free trial, the sales rep can demonstrate confidence in the solution and show the customer that they are willing to accommodate their needs and preferences. References:

\* Turn Undecided Customers into Successful Sales - Upnify, section "Offer guarantees and flexible policies".

\* How to Handle Indecisive Customers? - Bitrix24, section "Offer a free trial or a money-back guarantee".

### 問題 #32

Why is it important for a sales representative to follow their company's sales methodology?

- A. Develops a better pipeline for growth
- **B. Creates consistent vision across sellers**
- C. Understands different approaches for achieving the same goal

答案: B

解題說明:

Following the company's sales methodology is important because it creates a consistent vision across sellers.

A unified sales approach ensures that all sales representatives understand and adhere to the same principles, strategies, and goals. This consistency helps in delivering a uniform customer experience, aligning sales efforts with the company's objectives, and facilitating collaboration among team members. Salesforce highlights the significance of a structured sales methodology to streamline sales processes, improve efficiency, and achieve better sales outcomes.  
Reference:Salesforce Blog - Sales Methodology

### 問題 #33

A sales representative presented a solution and overcame the objections, but the prospect is still not completely ready to commit. The sales rep suspects the prospect is unsure about the product and will want to return it. The sales rep decides to let the prospect try out the product for a predetermined period.  
Which type of close was chosen?

- A. Puppy Dog
- B. Summary
- C. Assumptive

答案： A

解題說明：

A puppy dog close is a sales technique that involves letting the prospect try out the product or service for a limited time, hoping that they will fall in love with it and buy it. This type of close is often used for products that have a high emotional appeal, such as cars, jewelry, or pets. The sales representative in this scenario chose a puppy dog close because they suspected the prospect was unsure about the product and wanted to give them a chance to experience its benefits firsthand. References:

\* Cert Prep: Salesforce Certified Sales Representative, Unit 5: Close the Deal

\* [Sales Rep Training], Unit 2:Close the Deal

\* Salesforce Certified Sales Representative Exam Guide, Section 5: Closing Deals

### 問題 #34

What is the desired outcome of an upsell proposal?

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

答案： B

解題說明：

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>

### 問題 #35

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