

Sales-101 Online Test - 100% Pass Quiz 2026 Sales-101: Salesforce Certified Sales Foundations First-grade Real Exam Answers



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Overall we can say that Sales-101 certification can provide you with several benefits that can assist you to advance your career and achieve your professional goals. Are you ready to gain all these personal and professional benefits? Looking for a sample, is smart and quick for Sales-101 Exam Dumps preparation? If your answer is yes then you do not need to go anywhere, just download VCEDumps Sales-101 Questions and start Sales-101 exam preparation with complete peace of mind and satisfaction.

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">• 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">• 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 5	<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.

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Salesforce Certified Sales Foundations Sample Questions (Q88-Q93):

NEW QUESTION # 88

A sales representative just closed a deal and wants to make sure the customer is set up for success.

How can the sales rep ensure the customer has a great experience with the product?

- A. Provide timely support and training.
- B. Recommend additional products and services.
- C. Share other customer success stories.

Answer: A

Explanation:

Providing timely support and training is one of the best ways to ensure the customer has a great experience with the product. Support and training help the customer to use the product effectively, efficiently, and confidently, as well as to troubleshoot any issues or challenges they may encounter. Support and training also help to build trust, loyalty, and retention with the customer. References: <https://www.salesforce.com/resources/articles/customer-service/#customer-service-tips>

NEW QUESTION # 89

A sales representative clarifies how a specific customer will benefit from the solution proposed.

Which part of a solution unit is the sales rep using?

- A. Application
- B. Fact
- C. Benefit

Answer: C

Explanation:

A benefit is a part of a solution unit that clarifies how a specific customer will benefit from the solution proposed. A benefit is the value or advantage that the solution provides to the customer, such as saving time, money, or effort, or increasing productivity, quality, or satisfaction. A benefit should be specific, measurable, and relevant to the customer's pain points and needs. References: <https://www.salesforce.com/resources/articles/value-selling/#value-selling-definition>

NEW QUESTION # 90

What are the key elements of a successful cold call?

- A. A compelling hook that ties in a product or service and open-ended questions
- B. Details about the decision maker and a follow-up with them soon after the call
- C. Several short questions and a shared link to product descriptions on the company website

Answer: A

Explanation:

A cold call is a phone call to a potential customer who has not expressed any prior interest in your product or service. The key elements of a successful cold call are a compelling hook and open-ended questions. A compelling hook is a brief statement that captures the attention of the prospect and shows them how your product or service can solve their problem or meet their need. Open-ended questions are questions that require more than a yes or no answer, and that encourage the prospect to share more information about their situation, goals, challenges, and preferences. By using a compelling hook and open-ended questions, you can engage the prospect, build rapport, qualify them as a lead, and move them to the next stage of the sales process. References:

* Cert Prep: Salesforce Certified Sales Representative, unit "Generate Leads and Opportunities"

* [Sales Rep Training], unit "Prepare Your Team to Sell Successfully"

NEW QUESTION # 91

A sales representative spends time building their pipeline with many opportunities. Their conversion percentage is fairly high, yet the total pipeline volume is far from their quota.

Which strategy would help the sales rep increase their pipeline health?

- A. Challenge their manager about whether their sales quota is realistic.
- B. Be patient knowing that the numbers will eventually improve over time.
- **C. Analyze the potential deal size and decision makers' authority.**

Answer: C

Explanation:

Analyzing the potential deal size and decision makers' authority is the best strategy to increase the pipeline health, because it can help the sales rep to prioritize the most valuable and likely opportunities, and focus on influencing the key stakeholders who can approve the purchase. This can increase the average deal size and the win rate, and ultimately help the sales rep to achieve their quota. Being patient or challenging the manager are not effective strategies, because they do not address the root cause of the low pipeline volume, and may result in missed targets or reduced motivation. The sales rep should take proactive actions to improve their pipeline quality and quantity, and seek feedback and guidance from their manager if needed. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 92

A company is introducing a new product line.

How should a sales representative educate prospects on their products' key benefits?

- A. Customer journey maps
- B. Social media marketing
- **C. Storytelling**

Answer: C

Explanation:

Educating prospects about the key benefits of new products through storytelling is an effective approach.

Storytelling involves sharing examples, customer success stories, or hypothetical scenarios that illustrate how the product can be used and the benefits it delivers. This method helps prospects visualize the product in action and understand its value in a real-world context. Salesforce often highlights the importance of storytelling in sales to make products more relatable and to create a connection with potential customers.

Reference: Salesforce Blog - Storytelling in Sales

NEW QUESTION # 93

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