

# Choosing Reliable Sales-101 Exam Sims - No Worry About Salesforce Certified Sales Foundations



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## Salesforce Sales-101 Exam Syllabus Topics:

| Topic   | Details   |
|---------|---|
| Topic 1 | <ul style="list-style-type: none"><li>• 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.</li></ul>   |
| Topic 2 | <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> |
| Topic 3 | <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>  |

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## Quiz 2026 Salesforce High Hit-Rate Sales-101: Reliable Salesforce Certified Sales Foundations Exam Sims

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## Salesforce Certified Sales Foundations Sample Questions (Q123-Q128):

### NEW QUESTION # 123

A junior sales representative engages with key accounts to understand their pain points, current solutions, and future goals.

Which skill is the sales rep growing?

- **A. Business acumen**
- B. Product knowledge
- C. Sales acumen

**Answer: A**

Explanation:

Business acumen is the ability to understand the business environment, the customer's industry, and the customer's specific challenges and goals. A junior sales representative who engages with key accounts to understand their pain points, current solutions, and future goals is growing their business acumen skill. By doing so, they can better align their product or service with the customer's needs and expectations, and create more value for them. Business acumen is one of the core competencies of a sales professional, as it helps them build credibility, trust, and rapport with the customer, and differentiate themselves from the competition. References:

\* Cert Prep: Salesforce Certified Sales Representative, unit "Build and Maintain Relationships with Key Accounts"

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

#### **NEW QUESTION # 124**

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. Highlight customer success stories to build credibility.
- C. Acknowledge the objection and try to close with a different tactic.

**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 # 125**

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

**Answer: A**

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 # 126

A sales team knows the importance of building an accurate forecast.  
Which foundational priority should be in place to help ensure data quality across teams?

- A. Salesprocess
- B. Pipeline visibility
- C. Collaboration

**Answer: C**

Explanation:

A sales process is a set of steps and stages that guide the sales team from prospecting to closing deals. A sales process helps ensure data quality across teams by providing a common framework, language, and methodology for managing opportunities and forecasting. A sales process also helps align the sales team with the customer's buying journey, and enables them to track and measure their progress and performance. A sales process can improve the accuracy, consistency, and completeness of the data in the pipeline, and help the sales team make better decisions and predictions. References:

\* Cert Prep: Salesforce Certified Sales Representative, unit "Assess Risks and Opportunities"

\* [Sales Rep Training], unit "Create Effective Selling Habits"

\* Salesforce Certified Sales Representative ExamGuide, section "Assess Risks and Opportunities"

### NEW QUESTION # 127

A sales representative is having challenges getting access to the decision maker to close a deal.  
How can the sales rep convince their contact to make an introduction to the decision maker?

- A. Focus the discussion on the contact's role and responsibilities.
- B. Share a customer success story based on real-world use cases and results.
- C. Increase the frequency of engagement with the contact.

**Answer: B**

Explanation:

Sharing a customer success story is a powerful way to convince a contact to make an introduction to the decisionmaker, as it demonstrates the value and credibility of the sales rep's solution. A customer success story should include the following elements: the customer's challenge, the solution they implemented, and the results they achieved. The sales rep should also tailor the story to match the contact's industry, role, and pain points, and highlight how the solution can help them achieve their goals. By sharing a customer success story, the sales rep can create a sense of urgency and curiosity in the contact, and motivate them to introduce the sales rep to the decision maker who can benefit from the solution as well. References:

\* Sales Rep Training: Create Effective Selling Habits, unit "Use Customer Success Stories to Sell with Value".

\* Cert Prep: Salesforce Certified Sales Representative, unit "Close Deals with Value".

### NEW QUESTION # 128

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