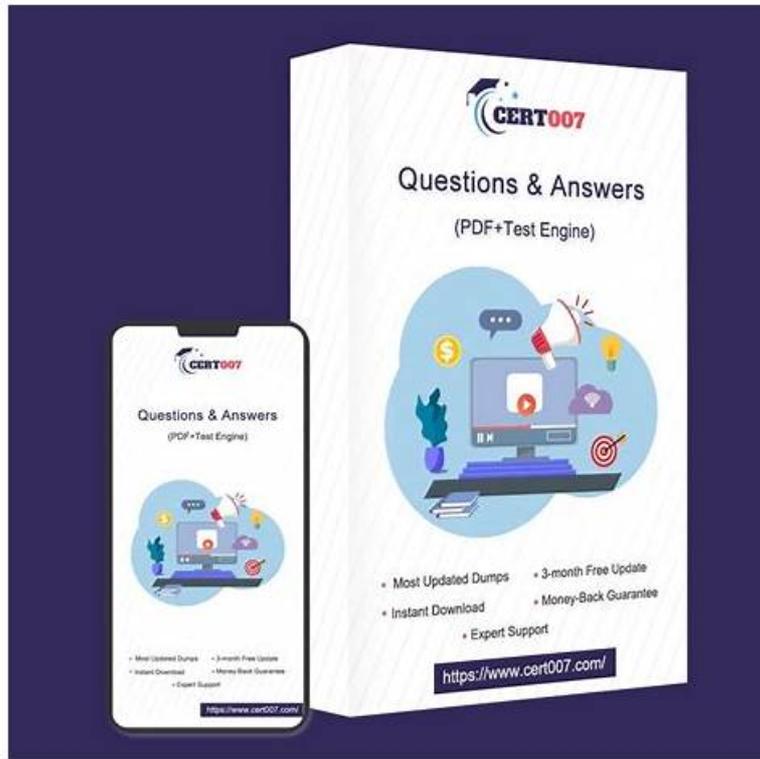


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The Salesforce Sales-101 certification is on trending nowadays, and many Salesforce aspirants are trying to get it. Success in the Sales-101 test helps you land well-paying jobs. Additionally, the Sales-101 certification exam is also beneficial to get promotions in your current company. But the main problem that every applicant faces while preparing for the Sales-101 Certification test is not finding updated Salesforce Certified Sales Foundations (Sales-101) practice questions.

Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details

Topic 1	<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 2	<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 3	<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.

Salesforce Certified Sales Foundations Sample Questions (Q117-Q122):

NEW QUESTION # 117

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 # 118

A sales representative wants to track which opportunities in their pipeline contain items that customers need for an event next month. How does tracking this help the sales rep manage risk?

- A. These deals can move to the next stage.
- B. These deals must be assigned a surcharge.
- C. These deals can be expedited if required.

Answer: C

Explanation:

Tracking which opportunities in their pipeline contain items that customers need for an event next month helps the sales rep manage risk by allowing them to expedite these deals if required. These deals have a higher urgency and a shorter sales cycle than other deals, and they may face challenges such as inventory shortages, delivery delays, or customer dissatisfaction. By tracking these deals, the sales rep can prioritize them, communicate with the customer and the internal team, and ensure that the items are delivered on time and meet the customer's expectations. References: [Sales Rep Training: Manage Your Pipeline], [Cert Prep: Salesforce Certified Sales Representative: Manage Your Pipeline]

NEW QUESTION # 119

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. Analyze the potential deal size and decision makers' authority.**
- C. Be patient knowing that the numbers will eventually improve over time.

Answer: B

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 # 120

What are the four elements of emotional intelligence?

- A. Plan, engage, execute, and close
- **B. Self-awareness, self-management, empathy, and skilled relationships**
- C. Discover, define, design, and deliver

Answer: B

Explanation:

Self-awareness, self-management, empathy, and skilled relationships are the four elements of emotional intelligence. Emotional intelligence is the ability to understand and manage one's own emotions and those of others. Emotional intelligence helps to improve communication, collaboration, and influence in sales.

References: <https://trailhead.salesforce.com/en/content/learn/modules/emotional-intelligence/emotional-intelligence-introduction>

NEW QUESTION # 121

When a sales representative faces an objection, what is an effective first step to overcome it?

- **A. Acknowledge the objection and ask follow-up questions.**
- B. Explain policies and procedures that solve the objection.
- C. Provide an additional demonstration based on the objection.

Answer: A

Explanation:

Acknowledging the objection and asking follow-up questions is an effective first step to overcome an objection from the customer. Acknowledging the objection helps to show empathy and respect for the customer's concerns, as well as to avoid confrontation or defensiveness. Asking follow-up questions helps to understand the root cause, scope, and impact of the objection, as well as to clarify any misunderstandings or misinformation. References: <https://www.salesforce.com/resources/articles/sales-objections/#sales-objections-handling>

NEW QUESTION # 122

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