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Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details

Topic 1	<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 2	<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 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 (Q51-Q56):

NEW QUESTION # 51

A sales representative receives an objection and encourages the customer to elaborate on their hesitation and responses. Which type of questions are they leveraging?

- A. Confirming
- B. Clarifying
- C. Change

Answer: B

Explanation:

Clarifying questions are the type of questions that the sales rep is leveraging when they encourage the customer to elaborate on their hesitation and responses. Clarifying questions are questions that help to understand, verify, or confirm the information or meaning of what the customer says. Clarifying questions help to avoid confusion, misunderstanding, or miscommunication, as well as to provide relevant information or solutions. References: <https://www.salesforce.com/resources/articles/sales-questions/#sales-questions-types>

NEW QUESTION # 52

What is an important consideration for a sales representative as they create a sales proposal?

- A. To highlight how the solution addresses the customer's needs and challenges
- B. To leverage a standard approach for all sales quotes and customer accounts
- C. To include a detailed diagram and explanation of the sales process

Answer: A

Explanation:

Highlighting how the solution addresses the customer's needs and challenges is an important consideration for a sales representative as they create a sales proposal, because it shows the customer the value and benefits of the solution, and how it can help them achieve their desired outcomes. The sales proposal should be customized and tailored to the customer's specific situation, and include relevant data, testimonials, and case studies to support the value proposition. To leverage a standard approach for all sales quotes and customer accounts or to include a detailed diagram and explanation of the sales process are not the best answers, because they do not focus on the customer's needs and challenges, which are the primary drivers of the purchase decision. A standard approach may not suit the customer's unique requirements or preferences, and a detailed diagram and explanation of the sales process may be too technical or complex for the customer to understand or appreciate. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 53

A sales representative is working with a customer who has recently placed an order. The customer informs the sales rep that they have unique tax requirements.

How should the sales rep proceed to ensure a successful booking and fulfillment process?

- A. Work closely with the relevant departments to address the tax requirements and ensure accurate order processing.
- B. Acknowledge the tax requirements, but proceed with the standard process because the sales rep is unable to change company policies.
- C. Redirect the customer to address their tax requirements with the appropriate department internally within the company.

Answer: A

Explanation:

According to the Salesforce Sales Representative Learning objectives, one of the skills that a sales rep should have is to ensure customer satisfaction through streamlined fulfillment and order management. This includes collaborating with internal teams to handle any special requests or requirements from the customer, such as tax, shipping, or billing issues. By working closely with the relevant departments, the sales rep can ensure that the customer's tax requirements are met and that the order is processed correctly. This will also help to avoid any delays, errors, or disputes that could affect the customer's experience and satisfaction. References:

* [Sales Rep Training: Prepare Your Team to Sell Successfully], Unit 4: Manage the Order Process

* Salesforce Certified Sales Representative Exam Guide, Section 5: Fulfillment and Order Management, Objective 5.2: Given a scenario, demonstrate how to handle special requests or requirements from the customer.

NEW QUESTION # 54

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. Connect
- B. Collaborate
- C. Confirm

Answer: C

Explanation:

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

NEW QUESTION # 55

A sales representative is asked by their sales manager to lead a cold-calling campaign. Where can the sales rep start?

- A. Gather prospect contact information.
- B. Identify prospect pain points.
- C. Enter prospect leads into an auto dialer.

Answer: A

Explanation:

Gathering prospect contact information is the best place to start for a sales representative who is asked to lead a cold-calling campaign, because it is the first step in identifying and reaching out to potential customers. The sales rep should use various sources and methods to find the names, phone numbers, email addresses, and other relevant details of the prospects who match their ideal customer profile. The sales rep should also verify and update the contact information regularly, and track the results of their calls. Identifying prospect pain points or entering prospect leads into an auto dialer are not the best answers, because they are not the first steps in a cold-calling campaign. Identifying prospect pain points is something that the sales rep should do during or after the call, by asking open-ended questions and listening to the prospect's needs and challenges.

Entering prospect leads into an auto dialer is a tool that the sales rep can use to automate and streamline their calling process, but it requires having the prospect contact information first. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 56

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