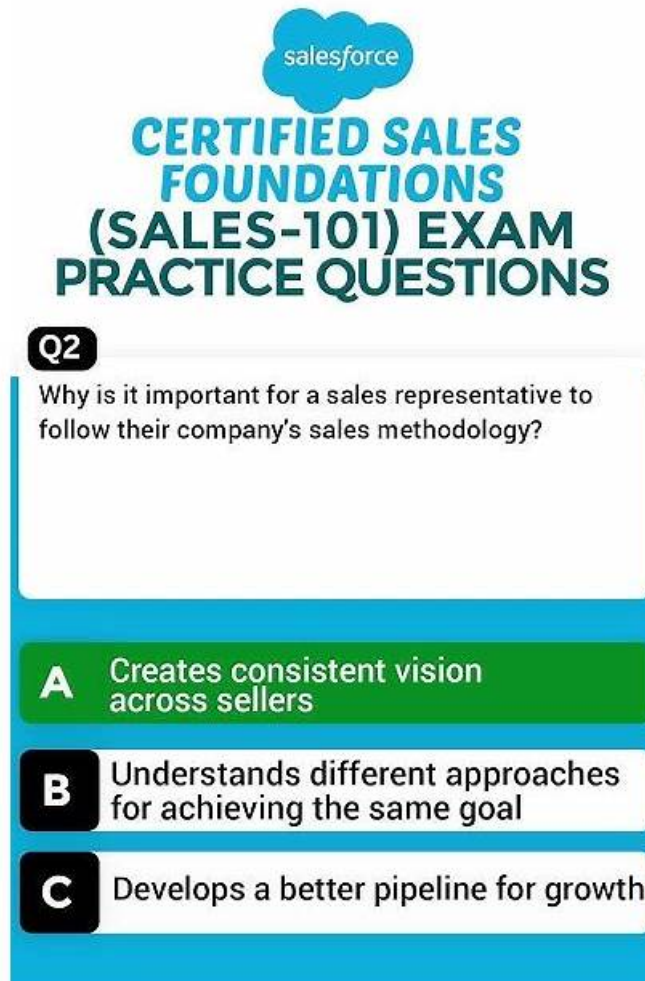


# Quiz Salesforce Pass-Sure Sales-101 - Pass Salesforce Certified Sales Foundations Guarantee



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### Salesforce Sales-101 Exam Syllabus Topics:

| Topic   | Details   |
|---------|---|
| Topic 1 | <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>                              |
| Topic 2 | <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>   |
| Topic 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> |
| Topic 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>  |
| Topic 5 | <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>   |

### Salesforce Certified Sales Foundations Sample Questions (Q97-Q102):

#### NEW QUESTION # 97

After a number of meetings and conversations, a sales representative is invited to pitch to a prospective customer. How should the sales rep build credibility with the prospect to better their chances of a successful pitch?

- A. Base the pitch on discovery research into the prospect's customers' challenges.
- B. Base the pitch on what the prospect has explicitly told them in previous conversations.
- C. Base the pitch on the sales rep's company's proven, most successful product lines.

**Answer: A**

Explanation:

Basing the pitch on discovery research into the prospect's customers' challenges is a way to build credibility with the prospect and increase the chances of a successful pitch. This shows that the sales rep has done their homework, understands the prospect's business and market situation, and can provide solutions that can help them serve their customers better. References: <https://www.salesforce.com/resources/articles/sales-pitch/#sales-pitch-tips>

### NEW QUESTION # 98

A Universal Containers sales representative is working with an account prospect to get them more comfortable with the company's offerings and solutions.

Which approach would help the sales rep educate the prospect about their offerings and solutions?

- A. Share a current customer story for an account in a similar industry as the prospect.
- B. Try to impress the prospect by using their industry's jargon when describing each offering.
- C. Tell the prospect about similar industry solutions, even if some may not be relevant.

**Answer: A**

Explanation:

Sharing a current customer story for an account in a similar industry as the prospect is an approach that can help the sales rep educate the prospect about their offerings and solutions. A customer story is a testimonial or case study that showcases how the sales rep's solution helped a customer achieve their goals, overcome their challenges, and improve their situation. A customer story can help the prospect relate to the solution, understand its value, and trust its credibility. References: <https://www.salesforce.com/resources/articles/customer-stories/#customer-stories-tips>

### NEW QUESTION # 99

A sales representative is assigned to high-value prospects.

What can the sales rep do to gain their interest?

- A. Focus on personal details when communicating with the prospect.
- B. Identify potential trigger events as the reason to reach out to prospects.
- C. Connect with customers associated with the prospect on social media.

**Answer: B**

Explanation:

Identifying potential trigger events as the reason to reach out to prospects is what the sales rep can do to gain their interest when assigned to high-value prospects. A trigger event is an occurrence or change that creates an opportunity or need for a product or service, such as a merger, expansion, launch, etc. Identifying trigger events helps to show relevance, timeliness, and value to the prospects, as well as to capture their attention and curiosity. References: <https://www.salesforce.com/resources/articles/lead-generation/#lead-generation-strategies>

### NEW QUESTION # 100

How can a sales representative begin a confirming question?

- A. "Tell me more about..."
- B. "What do you mean when..."
- C. "What I hear you saying is..."

**Answer: C**

Explanation:

"What I hear you saying is..." is a way to begin a confirming question. A confirming question is a question that helps to verify or validate what the customer says or means. A confirming question helps to show understanding, empathy, and respect for the customer's concerns, as well as to avoid confusion, misunderstanding, or miscommunication. References: <https://www.salesforce.com/resources/articles/sales-questions/#sales-questions-types>

### NEW QUESTION # 101

A sales representative wants to drive the adoption of a new product with a customer.

How should the sales rep address the customer's question: "What's in it for me?"

- A. Provide product documentation.

- B. Offer a product sample.
- C. Articulate the business value.

**Answer: C**

Explanation:

Articulating the business value is how the sales rep should address the customer's question: "What's in it for me?" Business value is the benefit or advantage that the product provides to the customer in terms of improving their situation, solving their problems, fulfilling their needs, or achieving their goals. Articulating the business value helps to show the customer how the product can help them succeed and grow. References:

<https://www.salesforce.com/resources/articles/value-selling/#value-selling-definition>

### NEW QUESTION # 102

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It is universally accepted that in this competitive society in order to get a good job we have no choice but to improve our own capacity and explore our potential constantly, and try our best to get the related Sales-101 certification is the best way to show our professional ability, however, the exam is hard nut to crack and there are so many Sales-101 Preparation questions related to the exam, it seems impossible for us to systematize all of the key points needed for the exam by ourselves.

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