

# Free PDF Quiz 2026 Sales-101: Pass-Sure Exam Salesforce Certified Sales Foundations Reference



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## Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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>

>> Exam Sales-101 Reference <<

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## Salesforce Certified Sales Foundations Sample Questions (Q29-Q34):

### NEW QUESTION # 29

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

**Answer: B**

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 # 30

When assigned a new sales territory, what is the first step to prioritizing selling efforts?

- **A. Identify the territory's key accounts.**
- B. Determine the number of accounts and territory size.
- C. Determine the physical location of each account.

**Answer: A**

Explanation:

The first step to prioritizing selling efforts in a new sales territory is to identify the key accounts, which are the most valuable and strategic customers for the business. By focusing on the key accounts, the sales representative can maximize the impact of their efforts and build strong relationships with the decision-makers and influencers. Key accounts can also provide referrals, testimonials, and insights that can help the sales representative expand their network and opportunities in the territory. References:

\* Sales Rep Training: Prioritize Your Selling Efforts

\* Cert Prep: Salesforce Certified Sales Representative: Prioritize Your Selling Efforts

### NEW QUESTION # 31

Which behavior should a sales representative display to establish credibility with a customer?

- A. Review the proposal and potential discount structures.
- **B. Be sincere and transparent, even if it means losing a sale.**
- C. Reiterate product info when there is hesitancy to move forward.

**Answer: B**

Explanation:

Credibility is the quality of being trusted and believed in by the customer. A sales representative can establish credibility by being sincere and transparent, even if it means losing a sale. This shows that the sales rep is honest, ethical, and customer-centric, and that they value the customer's best interests over their own. Being sincere and transparent can also help the sales rep build rapport, loyalty, and referrals with the customer. The other options are not effective ways to establish credibility, as they may come across as manipulative, self-serving, or repetitive. 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 # 32

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 include a detailed diagram and explanation of the sales process
- C. To leverage a standard approach for all sales quotes and customer accounts

**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 # 33

A sales representative is trying to engage a prospect who is unresponsive to cold calls.

Which approach can the sales rep take as an alternative to build interest and align on why a solution meets the prospect's needs?

- **A. Engage the prospect through different channels.**
- B. Try calling the prospect at different times.
- C. Pause engagement and follow up at another time.

**Answer: A**

Explanation:

If a prospect is unresponsive to cold calls, the sales rep can take an alternative approach to build interest and align on why a solution meets the prospect's needs by engaging the prospect through different channels.

Different channels can include email, social media, text, video, or webinars. By using different channels, the sales rep can increase the chances of reaching the prospect, capture their attention, and provide relevant and personalized messages that showcase the value of the solution. The sales rep should also research the prospect's preferences, needs, and pain points, and use a multi-touch strategy to nurture the relationship and move the prospect along the sales cycle. References: [Sales Rep Training: Generate Leads], [Cert Prep: Salesforce Certified Sales Representative: Generate Leads]

### NEW QUESTION # 34

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