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## Salesforce Sales-101 Exam Syllabus Topics:

| Topic | Details |
|---|---|
| Topic 1 | • 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 | • 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. |
| Topic 3 | • 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. |

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## Salesforce Certified Sales Foundations Sample Questions (Q106-Q111):

### NEW QUESTION # 106
When a sales representative faces an objection, what is an effective first step to overcome it?

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

**Answer: B**

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 # 107
Which factor can the sales representative focus on to win the customer first and support their sales quota long term?

- A. Maximizing opportunities
- B. Product evangelism
- C. Customer experience

**Answer: C**

Explanation:
Customer experience is the factor that the sales representative can focus on to win the customer first and support their sales quota long term, because it is the sum of all the interactions and emotions that the customer has with the sales representative and the company throughout the sales cycle and beyond. A positive customer experience can lead to customer satisfaction, loyalty, retention, and advocacy, which can result in repeat purchases, referrals, and testimonials. Product evangelism and maximizing opportunities are not the best answers, because they are more focused on the sales representative's own goals and interests, rather than the customer's. Product evangelism is about promoting the product's features and benefits, but it may not address the customer's specific needs or challenges. Maximizing opportunities is about increasing the contract value or volume, but it may not align with the customer's budget or expectations. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Prepare Your Team to Sell Successfully - Trailhead]

### NEW QUESTION # 108
A sales representative is assigned to high-value prospects.
What can the sales rep do to gain their interest?

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

**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 # 109
A forecast is based on the rollup of a set of opportunities.
What are three dimensionsin a forecast rollup?

- A. Time, categories, and territories
- B. Contacts, product family, and revenue
- C. Quotes, contacts, and territories

**Answer: A**

Explanation:
A forecast is a projection of how much revenue you can generate in a quarter. A forecast rollup is the aggregation of a set of opportunities based on three dimensions: time, categories, and territories. Time refers to the fiscal period, such as month or quarter, that the forecast covers. Categories refer to the stages of the sales process, such as commit, best case, or pipeline. Territories refer to the sales regions or markets that the forecast applies to. References:
* Certification - Sales Representative - Trailhead
* Cert Prep: Salesforce Certified Sales Representative - Trailhead
* [Forecasting Guide - Salesforce Help]

## NEW QUESTION # 110
A sales representative is showing their customer how they can reduce their costs and improve productivity.
What is being delivered?

- A. Use case
- B. Success story
- C. Value proposition

**Answer: C**

Explanation:
When a sales representative demonstrates how their products or services can reduce costs and enhance productivity for a customer, they are presenting a value proposition. A value proposition articulates the unique benefits and value that the company's offerings provide, distinguishing them from competitors. It focuses on the specific advantages the customer will experience, such as cost savings and productivity improvements.
Salesforce emphasizes the importance of understanding customer needs andeffectively communicating how their solutions can address those needs, which is central to crafting a compelling value proposition.
Reference:Salesforce Sales Cloud

## NEW QUESTION # 111
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One of the key factors for passing the exam is practice. Candidates must use Sales-101 practice test material to be able to perform at their best on the real exam. This is why TestsDumps has developed three formats to assist candidates in their Sales-101 Preparation. These formats include desktop-based Sales-101 practice test software, web-based practice test, and a PDF format.

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