New Sales-101 Test Syllabus | Sales-101 Latest Test Cram

Preparing Sales-101 exam is a challenge for yourself, and you need to overcome difficulties to embrace a better life. As for this exam, our Sales-101 training materials will be your indispensable choice. We are committed to providing you with services with great quality that will help you reduce stress during the process of preparation for Sales-101 Exam, so that you can treat the exam with a good attitude. I believe that if you select our Sales-101 study questions, success is not far away.

Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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	• 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 4	• 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.

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On the basis of the current social background and development prospect, the Sales-101 certifications have gradually become accepted prerequisites to stand out the most in the workplace. Our Sales-101 exam materials are pleased to serve you as such an exam tool to help you dream come true. With over a decade's endeavor, our Sales-101 practice materials successfully become the most reliable products in the industry. There is a great deal of advantages of our Sales-101 exam questions you can spare some time to get to know.

Salesforce Certified Sales Foundations Sample Questions (Q102-Q107):

NEW QUESTION # 102
A sales representative is negotiating with a customer to renew their agreement. Historically, the customer has been unwilling to purchase additional products due to cost concerns.
Which type of strategy should the sales rep use?

- A. Competitor-based pricing
- B. Bundle pricing
- C. Price skimming

Answer: B

Explanation:
A type of strategy that the sales rep should use when negotiating with a customer who has been unwilling to purchase additional products due to cost concerns is bundle pricing. Bundle pricing is a pricing strategy that involves offering a set of products or services together at a lower price than if they were sold separately.
Bundle pricing can help the sales rep to increase the perceived value of the solution, cross-sell or upsell additional products or services, and differentiate from competitors. Bundle pricing can also help the customer to save money, simplify the purchase decision, and meet their needs more effectively. References: [Sales Rep Training: Negotiate and Close], [Cert Prep: Salesforce Certified Sales Representative: Negotiate and Close]

NEW QUESTION # 103
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 must be assigned a surcharge.
- B. These deals can be expedited it required.
- C. These deals can move to the next stage.

Answer: B

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. Expediting means accelerating or speeding up the delivery or completion of these deals to meet the customer's urgent or specific needs. Expediting helps to ensure customer satisfaction, loyalty, and retention, as well as to increase revenue and profitability.References:https://www.salesforce.com/resources/articles/sales-pipeline/#sales-pipeline- management

NEW QUESTION # 104
How does a sales representative determine if a customer might be a valid prospect for the product?

- A. Understand the customer's pain points and what they attempted in the past that was unsuccessful.
- B. Uncoverwhat the customer is planning to do and the executive staff's purchasing preferences.
- C. Review the customer's website and tell the prospect that the product will solve their problems.

Answer: A

Explanation:
Understanding the customer's pain points and what they attempted in the past that was unsuccessful is a way to determine if a customer might be a valid prospectfor the product. This helps to identify the customer's needs, challenges, goals, and motivations, as well as to assess their fit and readiness for the product. This also helps to position the product as a solution that can address their pain points and provide value.References:
https://www.salesforce.com/resources/articles/sales-process/#qualify

NEW QUESTION # 105
Which communication approach has a higher likelihood of achieving a customer relationship built on trust?

- A. Hosting monthly product webinars.
- B. Scheduling quarterly check-in calls.
- C. Appreciating the customer's time.

Answer: C

Explanation:
Appreciating the customer's time is a communication approach that fosters trust by acknowledging and respecting the value of their time. This approach involves being punctual for meetings, ensuring communications are concise and relevant, and expressing gratitude for their engagement. Building trust with customers is foundational to long-term relationships, and demonstrating respectfor their time is a tangible way to show that their needs and priorities are taken seriously. Salesforce highlights the importance of trust in customer relationships and recommends practices that contribute to a respectful and professional interaction.
ference:Salesforce Blog - Building Customer Trust

NEW QUESTION # 106
A sales representative wants to gain access to new buyers byleveraging people who are loyal to them, likely to recommend their solution, and well respected in their organization.
Which type of customer does the sales rep want to target?

- A. Favorable
- B. Champion
- C. Supportive

Answer: B

Explanation:
A champion is a type of customer who is loyal to the sales rep, likely to recommend their solution, and well respected in their organization. A champion can help the sales rep gain access to new buyers by influencing their decision-making process, providing referrals and testimonials,and advocating for the solution within their
organization.References:https://www.salesforce.com/resources/articles/sales-champion/#sales-champion- definition

NEW QUESTION # 107
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Before we start develop a new Sales-101 study materials, we will prepare a lot of materials. After all, we must ensure that all the questions and answers of the Sales-101 study materials are completely correct. First of all, we have collected all relevant reference books. Most of the Sales-101 Study Materials are written by the famous experts in the field. They are widely read and accepted by people. Through careful adaption and reorganization, all knowledge will be integrated in our Sales-101 study materials.

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