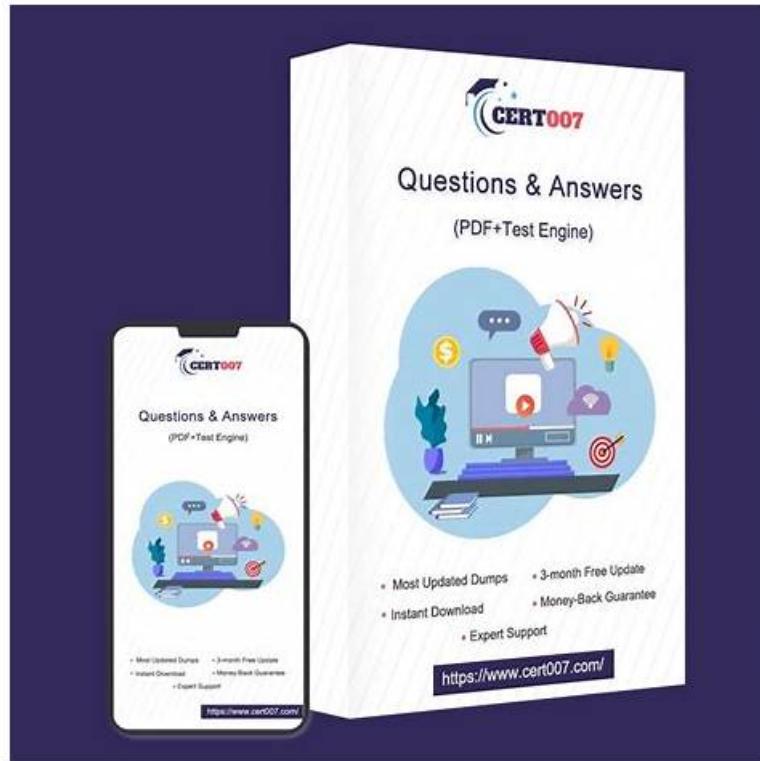


# Sales-101 Pass Guarantee, Sales-101 Test Sample Questions



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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>• 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>• 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.</li></ul>

## Sales-101 Test Sample Questions - Sales-101 Authorized Pdf

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### Salesforce Certified Sales Foundations Sample Questions (Q124-Q129):

#### NEW QUESTION # 124

How should a sales representative reinforce elements of the value proposition for the customer?

- A. Share case studies and customer testimonials.
- B. Provide sales collateral and benefits.
- C. Address potential pitfalls of the solution.

**Answer: A**

Explanation:

Sharing case studies and customer testimonials is how a sales rep should reinforce elements of the value proposition for the customer. A value proposition is a statement that summarizes how the product can solve the customer's problems, fulfill their needs, and provide them with benefits that outweigh the costs. Case studies and customer testimonials are stories or feedback from existing customers who have used the product and can vouch for its value proposition. Sharing case studies and customer testimonials helps to provide proof points, build trust and credibility, and influence purchase decisions.

#### NEW QUESTION # 125

A sales representative conducts research with their customer and gains insights for developing a value proposition to solve their customer's challenges.

How should the sales rep introduce their value proposition to their customer?

- A. Unveil the value proposition to the customer after it is finalized.
- B. Collaborate internally to iterate on the value proposition for the customer.
- C. Make a draft of the value proposition and seek customer feedback.

**Answer: C**

Explanation:

Making a draft of the value proposition and seeking customer feedback is the best way to introduce the value proposition to the customer, because it allows the sales rep to validate their assumptions, test their hypotheses, and refine their solution based on the customer's input. This also helps to build trust and rapport with the customer, and demonstrate that the sales rep is genuinely interested in solving their challenges. Collaborating internally to iterate on the value proposition for the customer is not a bad idea, but it does not involve the customer in the process, and may result in a solution that does not match the customer's needs or expectations. Unveiling the value proposition to the customer after it is finalized is a risky strategy, because it may surprise or disappoint the customer, and leave no room for adjustments or negotiations. References: Certification - Sales Representative - Trailhead, [Sales RepTraining: Create Effective Selling Habits - Trailhead]

#### NEW QUESTION # 126

A sales representative has a list of prospects to cold call but is unsure whether the task is beneficial. After a discussion with their mentor, the sales rep has the information they need and is ready to get started.

What is one benefit of cold calling?

- A. Phone calls provide immediate feedback whether the lead is worth pursuing.
- B. Key decision makers usually respond more readily to phone calls.
- C. Phone calls are a quicker and more scalable method of contact.

**Answer: A**

Explanation:

Cold calling is the process of contacting potential customers who have not expressed any prior interest in your product or service. Cold calling can be a challenging but rewarding task for sales representatives, as it can help them generate new leads and opportunities. One of the benefits of cold calling is that phone calls provide immediate feedback whether the lead is worth pursuing or not. Unlike other methods of contact, such as email or social media, phone calls allow the sales rep to gauge the level of interest, need, and urgency of the prospect, as well as to address any objections or questions they may have. Phone calls also enable the sales rep to establish rapport and trust with the prospect, and to move them along the sales process more quickly and effectively.

References:

- \* Cert Prep: Salesforce Certified Sales Representative, unit "Generate Leads and Opportunities"
- \* [Sales Rep Training], unit "Prepare Your Team to Sell Successfully"

**NEW QUESTION # 127**

A sales representative delivers a proposal and is checking in with the prospect on the perceived value and alignment. At which stage are they in the sales process?

- A. Collaborate
- B. Connect
- C. Confirm

**Answer: C**

Explanation:

Confirming is the stage in the sales process where the sales representative delivers the proposal and checks in with the prospect on the perceived value and alignment. This stage is also known as the presentation or proposal stage, and it involves demonstrating how the solution meets the prospect's needs, goals, and challenges, and addressing any objections or concerns. The sales representative should also confirm the decision criteria, timeline, and next steps with the prospect, and ask for their commitment to move forward. Connecting is the stage where the sales representative identifies and reaches out to potential prospects, and establishes rapport and trust. Collaborating is the stage where the sales representative works with the prospect to understand their situation, needs, and desired outcomes, and co-creates a solution that fits their requirements. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

**NEW QUESTION # 128**

A sales representative presented a solution and overcame the objections, but the prospect is still not completely ready to commit. The sales rep suspects the prospect is unsure about the product and will want to return it. The sales rep decides to let the prospect try out the product for a predetermined period.

Which type of close was chosen?

- A. Puppy Dog
- B. Assumptive
- C. Summary

**Answer: A**

Explanation:

A puppy dog close is a sales technique that involves letting the prospect try out the product or service for a limited time, hoping that they will fall in love with it and buy it. This type of close is often used for products that have a high emotional appeal, such as cars, jewelry, or pets. The sales representative in this scenario chose a puppy dog close because they suspected the prospect was unsure about the product and wanted to give them a chance to experience its benefits firsthand. References:

- \* Cert Prep: Salesforce Certified Sales Representative, Unit 5: Close the Deal
- \* [Sales Rep Training], Unit 2: Close the Deal
- \* Salesforce Certified Sales Representative Exam Guide, Section 5: Closing Deals

## NEW QUESTION # 129

The Salesforce Certified Sales Foundations (Sales-101) certification has become a basic requirement to advance rapidly in the information technology sector. Since Salesforce Sales-101 actual dumps are vital to prepare quickly for the examination. Therefore, you will need them if you desire to ace the Salesforce Certified Sales Foundations (Sales-101) exam in a short time.

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