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Salesforce CRT-101

Certification Preparation for Administrator Exam

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Salesforce CRT-101 Prüfungsplan:

Thema	Einzelheiten
Thema 1	<ul style="list-style-type: none">Identify the capabilities and implications of the sales processDescribe capabilities and use cases for the approval process
Thema 2	<ul style="list-style-type: none">Describe the capabilities of the Salesforce Mobile AppDescribe the capabilities of lead automation tools and campaign management
Thema 3	<ul style="list-style-type: none">Distinguish between the various UI features that an administrator controlsDescribe the capabilities of the Salesforce Communities
Thema 4	<ul style="list-style-type: none">Describe the capabilities of custom report typesDescribe the capabilities of case management

>> CRT-101 Prüfungsfrage <<

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Salesforce Certified Sales Foundations Sample Questions (Q83-Q88):

NEW QUESTION # 83

A junior sales representative is trying to develop relationships with customers in an industry that is changing rapidly. In addition, the number of channels to engage with customers has increased.

How can the sales rep identify the most effective way to communicate with new and existing customers?

- A. Collaborate with internal departments.
- B. Continue using methods that have worked in the past.
- C. Follow standard sales scripts.

Answer: A

Explanation:

In an industry that's rapidly changing and with increasing channels to engage customers, a junior sales representative can identify the most effective communication methods by collaborating with internal departments. Teams such as marketing, customer service, and others who interact with customers can provide insights into customer preferences and effective communication strategies. This collaborative approach allows for a broader understanding of customer behaviors and trends, leading to more tailored and effective engagement strategies. Salesforce encourages cross-departmental collaboration to leverage diverse insights and expertise, enhancing customer engagement efforts.

Reference: Salesforce Blog - Collaborative Selling

NEW QUESTION # 84

How should a sales representative use a client profile during the sales process?

- A. To create messages that appeal to a broad audience
- B. To build a standard message to maximize return on investment (ROI)
- C. To tailor a message to meet a target audience's needs

Answer: C

Explanation:

Tailoring a message to meet a target audience's needs is how a sales rep should use a client profile during the sales process. A client profile is a document that summarizes the characteristics, preferences, and behaviors of a specific segment or group of customers. A message is a communication or presentation that the sales rep delivers to the customers to persuade them to buy their product or service. Tailoring a message helps to show relevance, value, and differentiation to the target audience, as well as to capture their attention and interest.

NEW QUESTION # 85

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

Answer: B

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 # 86

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

Answer: B

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 # 87

A sales representative wants to foster team selling, increase customer satisfaction, and decrease customer attrition at a critical account.

Which business capability can help implement these goals?

- A. Account and Contact Management
- B. Territory Management
- **C. Account Planning**

Answer: C

Explanation:

Account planning is the business capability that can help a sales representative foster team selling, increase customer satisfaction, and decrease customer attrition at a critical account. Account planning is the process of creating and executing a strategic plan for each key account, based on the account's goals, challenges, needs, and opportunities. Account planning helps the sales representative to align with the account team, understand the customer's business and industry, identify and prioritize the most valuable opportunities, and deliver personalized solutions that drive customer success and loyalty. References: [Sales Rep Training: Plan for Success], [Cert Prep: Salesforce Certified Sales Representative: Plan for Success]

NEW QUESTION # 88

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