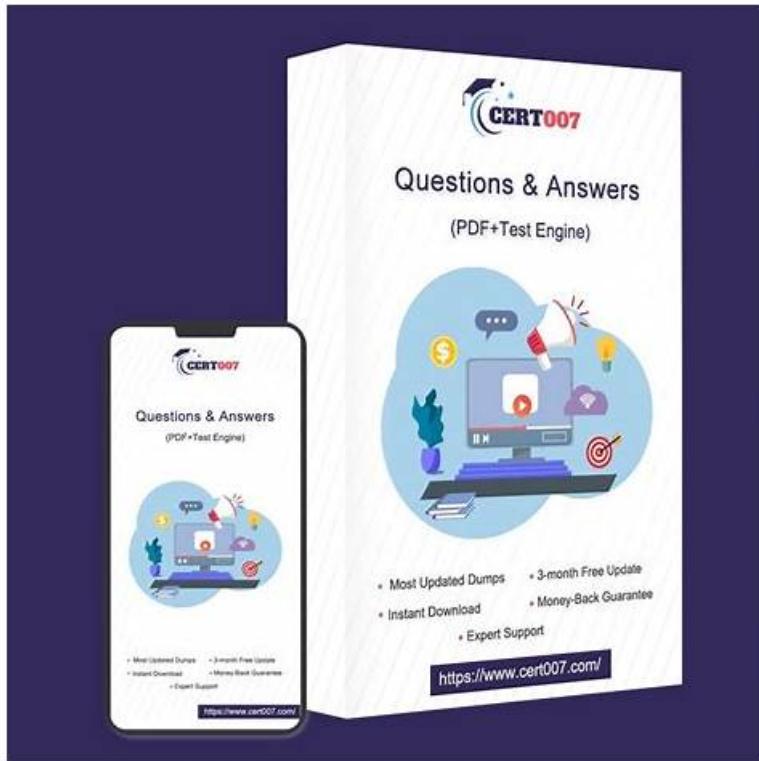


Free PDF Quiz Salesforce - Sales-101 - Salesforce Certified Sales Foundations—Reliable Exam Tips



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Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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.
Topic 2	<ul style="list-style-type: none">• 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 3	<ul style="list-style-type: none">• 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.
Topic 4	<ul style="list-style-type: none">• 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.

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Salesforce Certified Sales Foundations Sample Questions (Q49-Q54):

NEW QUESTION # 49

A sales representative is having challenges getting access to the decision maker to close a deal. How can the sales rep convince their contact to make an introduction to the decision maker?

- A. Increase the frequency of engagement with the contact.
- B. Share a customer success story based on real-world use cases and results.
- C. Focus the discussion on the contact's role and responsibilities.

Answer: B

Explanation:

Sharing a customer success story is a powerful way to convince a contact to make an introduction to the decisionmaker, as it demonstrates the value and credibility of the sales rep's solution. A customer success story should include the following elements: the customer's challenge, the solution they implemented, and the results they achieved. The sales rep should also tailor the story to match the contact's industry, role, and pain points, and highlight how the solution can help them achieve their goals. By sharing a customer success story, the sales rep can create a sense of urgency and curiosity in the contact, and motivate them to introduce the sales rep to the decision maker who can benefit from the solution as well. References:

* Sales Rep Training: Create Effective Selling Habits, unit "Use Customer Success Stories to Sell with Value".

* Cert Prep: Salesforce Certified Sales Representative, unit "Close Deals with Value".

NEW QUESTION # 50

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

Answer: C

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 # 51

A new sales representative is struggling to fill the top of their sales funnel.

What is the potential benefit of revisiting dead opportunities?

- A. To see if new decision makers are available
- B. To gain customer feedback and improve their approach
- C. To determine if the customer needs have changed

Answer: C

Explanation:

Determining if the customer needs have changed is a potential benefit of revisiting dead opportunities. Dead opportunities are prospects who did not buy the product for various reasons, such as budget, timing, or fit.

Revisiting dead opportunities can help to identify if their situation has changed, if their pain points have increased, or if they are more open to considering the product again. References: <https://www.salesforce.com/resources/articles/lead-generation/#lead-generation-strategies>

NEW QUESTION # 52

A customer's order was sent to the incorrect warehouse for fulfillment. The order has yet to be fulfilled. What should the sales representative check to fulfill the order through a different warehouse?

- A. Product inventory
- B. Shipping time
- C. Pricing information

Answer: A

Explanation:

Product inventory is what the sales rep should check to fulfill the order through a different warehouse.

Product inventory shows the availability and location of the product in different warehouses. Checking product inventory helps to ensure that the order can be fulfilled in a timely and efficient manner, as well as to avoid any delays or errors. References: <https://trailhead.salesforce.com/en/content/learn/modules/salesforce-essentials-basics/salesforce-essentials-sales-process>

NEW QUESTION # 53

A sales representative is challenged by a customer with a competitor's product and features. Which skill does the sales rep need to address this challenge?

- A. Forecasting
- B. Sales acumen
- C. Product knowledge

Answer: C

Explanation:

Product knowledge is the skill that the sales rep needs to address this challenge, because it enables the sales rep to confidently and convincingly explain how their product is superior to the competitor's product, and how it can better solve the customer's needs and challenges. The sales rep should be able to highlight the unique features and benefits of their product, and differentiate it from the competitor's product in terms of value, quality, and performance. Sales acumen and forecasting are not the best answers, because they are not directly related to the challenge of dealing with a customer who is comparing products. Sales acumen is the ability to understand the sales process and the customer's behavior, and apply the best strategies and techniques to close the deal. Forecasting is the ability to predict the future sales outcomes based on the current pipeline and historical data. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 54

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