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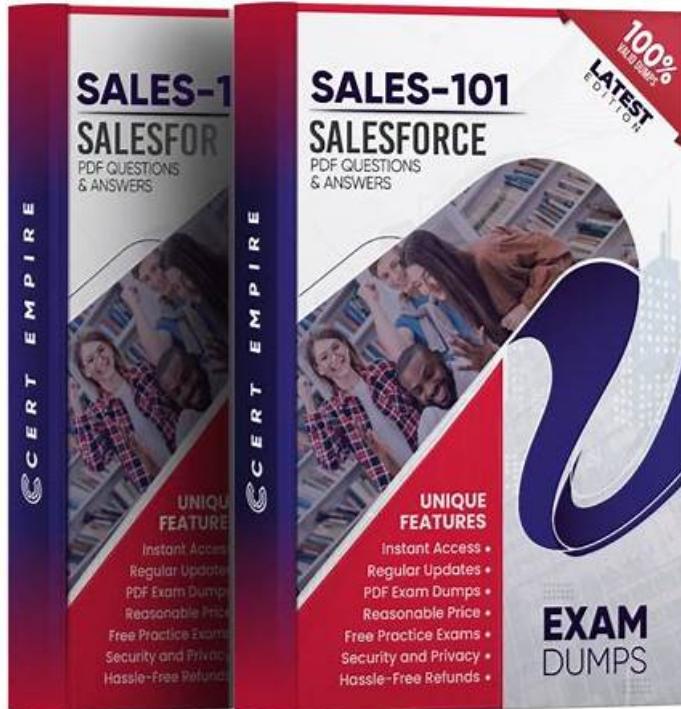

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Currently more and more IT companies think highly of Salesforce certifications, IT workers are willing to clear exams (Sales-101 valid practice exam online) and get certifications in order to improve their competitive power and obtain better opportunities. If you are ready to prepare for test questions and answers by PDF file or soft test engine in order to master better knowledge and skills, Sales-101 valid practice exam online will be a nice choice.

Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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.
Topic 4	• 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 (Q59-Q64):

NEW QUESTION # 59
A sales representative is asked by their sales manager to lead a cold-calling campaign.
Where can the sales rep start?

- A. Enter prospect leads into an auto dialer.
- B. Gather prospect contact information.
- C. Identify prospect pain points.

Answer: B

Explanation:
Gathering prospect contact information is the best place to start for a sales representative who is asked to lead a cold-calling campaign, because it is the first step in identifying and reaching out to potential customers. The sales rep should use various sources and methods to find the names, phone numbers, email addresses, and other relevant details of the prospects who match their ideal customer profile. The sales rep should also verify and update the contact information regularly, and track the results of their calls. Identifying prospect pain points or entering prospect leads into an auto dialer are not the best answers, because they are not the first steps in a cold-calling campaign. Identifying prospect pain points is something that the sales rep should do during or after the call, by asking open-ended questions and listening to the prospect's needs and challenges.
Entering prospect leads into an auto dialer is a tool that the sales rep can use to automate and streamline their calling process, but it requires having the prospect contact information first. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 60
Which element should a sales representative understand to determine if a sale quota is attainable?

- A. Measures such as activity and outcome
- B. If the compensation plan is capped or uncapped
- C. The percentage of variable compensation

Answer: A

Explanation:
Measures such as activity and outcome are elements that the sales rep should understand to determine if a sales quota is attainable. Activity measures are indicators of how much effort and action the sales rep puts into achieving their sales quota, such as number of calls made, emails sent, meetings scheduled, etc. Outcome measures are indicators of how much result and impact the sales rep achieves from their sales quota, such as number of leads generated, opportunities created, deals closed, etc. References: https://www.salesforce.com
/resources/articles/sales-quota/#sales-quota-definition

NEW QUESTION # 61
A customer experiences issues with a product after the sale is complete. The sales representative and service team were not able to

resolve the issue.
What is the best course of action in this scenario?

- A. Acknowledge the issue and explain to the customer that service is responsible for fixing it.
- B. Escalate the issue to higher-level stakeholders and work collaboratively to find a solution.
- C. Highlight that all procedural processes have been completed and there is nothing more they can do until more details are known.

Answer: B

Explanation:
When a customer experiences issues with a product after the sale is complete, the sales representative should not pass the responsibility to the service team, nor should they give up on finding a solution. Instead, the sales representative should escalate the issue to higher-level stakeholders, such as managers, executives, or product experts, and work collaboratively with them and the service team to find a solution that satisfies the customer.
This shows the customer that the sales representative cares about their success and is willing to go the extra mile to resolve the issue.
References: [Sales Rep Training: Handle Customer Issues], [Cert Prep: Salesforce Certified Sales Representative: Service and Support]

NEW QUESTION # 62
How can whitespace analysis improve a sales representative's account management strategy?

- A. Identifies key stakeholders and decision makers to nurture relationships.
- B. Determines current products and opportunities to sell additional products.
- C. Analyzes contract length and segment to identify retention opportunities.

Answer: B

Explanation:
Determining current products and opportunities to sell additional products is how whitespace analysis can improve a sales rep's account management strategy. Whitespace analysis is the process of identifying gaps or opportunities in an account where the sales rep can offer more products or services that can add value to the customer. Whitespace analysis helps to increase revenue, profitability, and customer loyalty, as well as to prevent competitors from entering the account.

NEW QUESTION # 63
How can a sales rep use whiteboarding while exploring a customer's business challenges?

- A. To organize ideas by level of importance
- B. To illustrate how a product fits in with other products in the catalog
- C. To present solutions without input from the customer

Answer: A

Explanation:
A sales rep can use whiteboarding while exploring a customer's business challenges to organize ideas by level of importance.
Whiteboarding is a technique that involves using a whiteboard or a similar tool to visually capture and structure information during a sales conversation. Whiteboarding can help the sales rep to understand the customer's situation, needs, and goals, and to prioritize the most critical issues or opportunities.
Whiteboarding can also help the sales rep to engage the customer in a collaborative dialogue, and to demonstrate their expertise and credibility. References: [Sales Rep Training: Explore Customer Needs], [Cert Prep: Salesforce Certified Sales Representative: Explore Customer Needs]

NEW QUESTION # 64
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