

# Sales-101 Practice Exam - Sales-101 Exam Dumps



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## Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<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 5	<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>

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### Salesforce Certified Sales Foundations Sample Questions (Q28-Q33):

#### NEW QUESTION # 28

A prospect visited a company's website and completed a form expressing interest in a product. What should a sales rep focus on when qualifying the prospect?

- A. Marketing goals
- **B. Customer needs**
- C. Product features

**Answer: B**

Explanation:

Customer needs are what the sales rep should focus on when qualifying a prospect who visited a company's website and completed a form expressing interest in a product. Customer needs are the problems, challenges, goals, or desires that the prospect has and that the product can address. Focusing on customer needs helps to understand the value proposition of the product, build rapport and trust with the prospect, and determine their fit and readiness for the product. References: <https://www.salesforce.com/resources/articles/sales-process/#qualify>

#### NEW QUESTION # 29

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

**Answer: A**

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 # 30

A sales representative presents a solution and the customer is interested in moving forward.

How can the sales rep gain the customer's commitment and close the deal?

- **A. Negotiate to finalize the contract.**
- B. Develop a roadmap with complementary products.
- C. Propose and schedule an additional demo.

**Answer: A**

Explanation:

Negotiating is the final stage of the sales process, where the sales rep and the customer agree on the terms and conditions of the deal. Negotiating helps to overcome any remaining objections, address any concerns, and close the deal with mutual satisfaction. References: <https://www.salesforce.com/resources/articles/sales-process/#negotiate>

### NEW QUESTION # 31

A sales representative is assigned to high-value prospects. What can the sales rep do to gain their interest?

- **A. Identify potential trigger events as the reason to reach out to prospects.**
- B. Connect with customers associated with the prospect on social media.
- C. Focus on personal details when communicating with the prospect.

**Answer: A**

Explanation:

Identifying potential trigger events as the reason to reach out to prospects is what the sales rep can do to gain their interest when assigned to high-value prospects. A trigger event is an occurrence or change that creates an opportunity or need for a product or service, such as a merger, expansion, launch, etc. Identifying trigger events helps to show relevance, timeliness, and value to the prospects, as well as to capture their attention and curiosity. References: <https://www.salesforce.com/resources/articles/lead-generation/#lead-generation-strategies>

### NEW QUESTION # 32

How should a sales representative identify and generate new additions to the pipeline?

- **A. Attend industry conferences.**
- B. Conduct product demos.
- C. Provide customer support.

**Answer: A**

Explanation:

Attending industry conferences is how a sales rep should identify and generate new additions to the pipeline.

A pipeline is a set of opportunities or potential customers that a sales rep is pursuing or managing in order to close sales. Attending industry conferences helps to network with prospects or customers who are interested or involved in the same field or market as the sales rep, as well as to showcase their products or services, generate leads, and build relationships.

### NEW QUESTION # 33

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