

# Free PDF 2026 Sales-101: Salesforce Certified Sales Foundations Marvelous Test Questions Pdf



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## Salesforce Sales-101 Exam Syllabus Topics:

| Topic   | Details  |
|---------|--|
| Topic 1 | <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> |
| Topic 2 | <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 3 | <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>   |

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## Quiz Sales-101 - Salesforce Certified Sales Foundations Accurate Test Questions Pdf

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## Salesforce Certified Sales Foundations Sample Questions (Q36-Q41):

### NEW QUESTION # 36

Before a sales representative can close a deal, they are providing the deadlines, payment schedule agreement, and requirements of the engagement.

Which document is the sales rep preparing to finalize this deal?

- A. Master service agreement
- **B. Statement of work**
- C. New order form

### Answer: B

Explanation:

A statement of work is a document that the sales rep prepares to finalize a deal with the customer. A statement of work defines the scope, deliverables, timeline, and terms of the engagement between the sales rep's company and the customer. A statement of work helps to clarify expectations, responsibilities, and obligations for both parties, as well as to prevent any misunderstandings or disputes. References: <https://www.salesforce.com/resources/articles/statement-of-work/#statement-of-work-definition>

### NEW QUESTION # 37

A sales representative wants to interact with prospects on platforms they use regularly.

Which approach should the sales rep take?

- A. Lead nurturing
- B. Cold calling
- **C. Social selling**

### Answer: C

Explanation:

Social selling is the approach that the sales rep should take to interact with prospects on platforms they use regularly. Social selling means using social media platforms (such as LinkedIn, Twitter, Facebook, etc.) to connect with prospects, build relationships, and generate leads. Social selling helps to increase brand awareness, trust, and credibility, as well as to provide value and insights to prospects. References: <https://www.salesforce.com/resources/articles/social-selling/#social-selling-definition>

### NEW QUESTION # 38

A sales representative is strategizing on how to most effectively communicate with a key prospect.

Which approach should they take?

- A. Repeat key messaging to make sure it lands with the prospect.
- **B. Provide unique selling points to the prospect that add value each time.**
- C. Send emails to the prospect less frequently.

### Answer: B

Explanation:

Providing unique selling points to the prospect that add value each time is the approach that the sales rep should take to communicate with a key prospect. A unique selling point is a feature or benefit of the product that distinguishes it from competitors and appeals to the prospect's pain points or needs. Providing unique selling points helps to show how the product can help the prospect succeed and grow, as well as to persuade them to take action.

### NEW QUESTION # 39

A sales representative is given an objection and shows respect for the customer's opinion.

What level of listening is the sales rep leveraging?

- A. Attentive

- B. Empathetic
- C. Selective

**Answer: B**

### Explanation:

Empathetic listening is the level of listening that the sales rep is leveraging when they show respect for the customer's opinion after receiving an objection. An objection is a reason or concern that the customer has for not buying the product or service that the sales rep offers. Empathetic listening is a type of listening that involves understanding and sharing the feelings and emotions of the customer, as well as acknowledging and validating their perspective. Empathetic listening helps to build trust and rapport, reduce resistance, and resolve objections.

## NEW QUESTION # 40

How can a sales representative identify and generate new pipeline?

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

**Answer: C**

## NEW QUESTION # 41

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