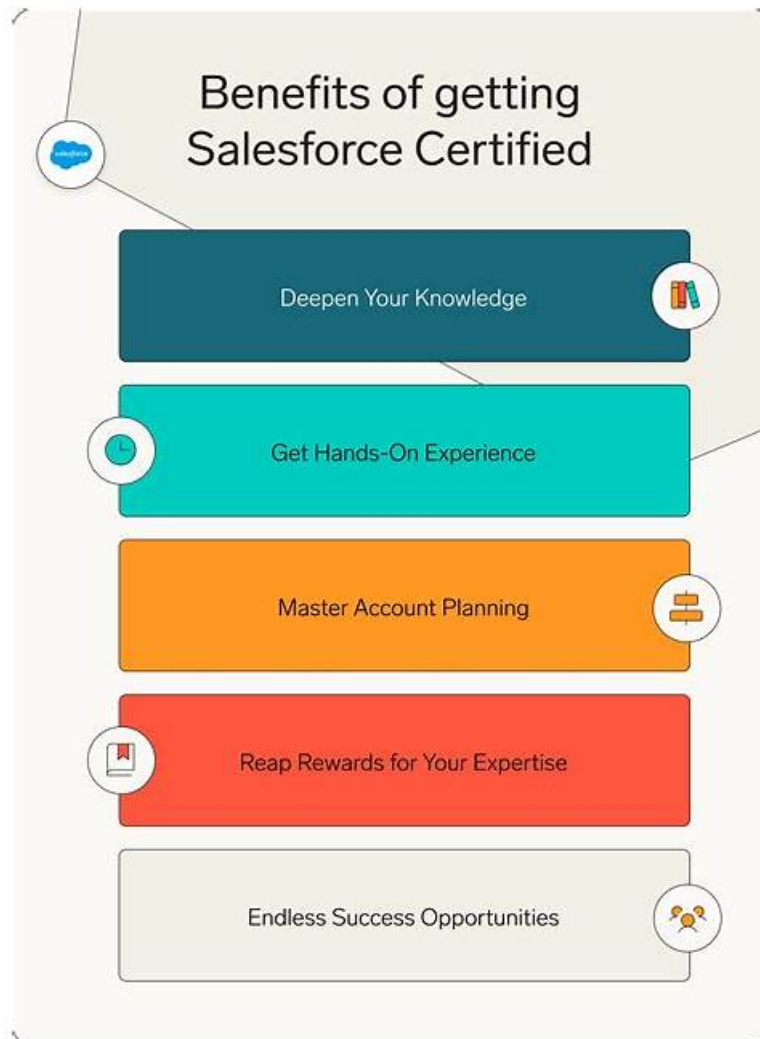# Maximize Your Chances of Getting Salesforce Sales-101 Certification Exam

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Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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.

>> Actual Sales-101 Test <<

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In fact, passing Sales-101 certification exam is just a piece of cake! But in realistic society, some candidates always say that this is difficult to accomplish. Therefore, Sales-101 certification has become a luxury that some candidates aspire to. When the some candidates through how many years attempted to achieve a goal to get Sales-101 Certification, had still not seen success hope, candidate thought always depth is having doubts unavoidably bog: can I get Sales-101 certification? When can I get Sales-101 certification? In this a succession of question behind, is following close on is the suspicion and lax.

Salesforce Certified Sales Foundations Sample Questions (Q72-Q77):

NEW QUESTION # 72
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 # 73
Which element should a sales representative understand to determine if a sale quota is attainable?

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

Answer: C

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 # 74

A sales representative is in the closing stages of a deal and wants to summarize the benefits their solution provides to the customer. What should the sales rep use to build their business case?

- A. Feature list
- B. Value map
- C. Contract review

Answer: B

Explanation:
A value map is a tool that can be used to build a business case by summarizing the benefits that the solution provides to thecustomer. A value map shows how the solution aligns with the customer's strategic objectives, key performance indicators (KPIs), pain points, and needs. A value map also quantifies the expected outcomes and return on investment (ROI) for the customer.References:https://www.salesforce.com/resources
/articles/value-selling/#value-selling-tools

NEW QUESTION # 75

A sales representative is having a difficult time identifying the root cause of their customer's issue. Thesales rep knows they need to first acknowledge the customer's experience and perspective.
What is the recommended action the sales rep should take next?

- A. Provide a product demo.
- B. Show empathy.
- C. Make recommendations.

Answer: B

Explanation:
When faced with a customer issue and after acknowledging the customer's experience, the recommended next step for a sales representative is to show empathy. Empathy involves understanding and sharing the feelings of another, which in this context means recognizing the impactof the issue on the customer and conveying genuine concern. This approach helps build a rapport and trust with the customer, demonstrating that thesales rep is not just focused on a transaction but cares about the customer's overall experience and success.
Salesforce emphasizes the importance of empathy in customer interactions as a way to strengthen relationships and foster loyalty.
Reference:Salesforce Blog - Empathy in Sales

NEW QUESTION # 76

A company uses the BANT model for sales qualification.
What does BANT indicate to sales representatives?

- A. The proposed approachmeets the criteria of being Bold, Ambitious, Noteworthy, and Thorough.
- B. The prospective contact has Budget and Authority to buy,has Need for the product, and the Timing is right.
- C. The deal is Beneficial, Acceptable to line management, Narrow in scope, and commercially Tight for sound legal management.

Answer: B

Explanation:
BANT is a sales qualification model that stands for Budget, Authority, Need, and Timing. It helps sales representatives identify and prioritize the most qualified prospects based on four key criteria:
* Budget: The prospect has the financial resources to purchase the product or service.
* Authority: The prospect has the decision-making power or influence to approve the purchase.

* Need: The prospect has a specific problem or pain point that the productor service can solve.
* Timing: The prospect has a clear timeline or urgency to buy the product or service. BANT helps sales representatives focus on the most promising opportunities, avoid wasting time on unqualified leads, and align their sales process with the customer's buying journey. References: [Cert Prep: Salesforce Certified Sales Representative: Qualify Leads], [Sales Rep Training: Qualify Leads]

NEW QUESTION # 77
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