

Salesforce Sales-101独学書籍、Sales-101資格取得講座



P.S.JpexamがGoogle Driveで共有している無料の2026 Salesforce Sales-101ダンプ：https://drive.google.com/open?id=1F2zJq_QCp9i6t3JYn5An_PIFej-OhlPM

Sales-101練習問題のソフトテストエンジンに興味がある場合は、以下の情報をよく知っておく必要があります。ソフトテストエンジンは、最初にオンラインでパーソナルコンピューターにダウンロードしてからインストールする必要があります。割賦後、オフラインでSales-101練習問題を使用できます。電話、iPadなどの他の電子製品にコピーすることもできます。一方、Salesforce Certified Sales Foundations試験問題は200台以上のパソコンで使用できます。あなたの会社のSales-101練習問題のソフトテストエンジンを購入すると、非常に便利です。

Salesforce Sales-101 認定試験の出題範囲：

トピック	出題範囲
トピック 1	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.
トピック 2	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.
トピック 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.

>> Salesforce Sales-101独学書籍 <<

試験の準備方法-効率的なSales-101独学書籍試験-素晴らしいSales-101資格取得講座

このほど、卒業生であれば、社会人であれば、ずっと「就職難」問題が存在し、毎年、「就職氷河期」といった言葉が聞こえてくる。ブームになるIT技術業界でも、多くの人はこういう悩みがあるんですから、SalesforceのSales-101の能力を把握できるのは欠かさせない技能であると考えられます。もし我々社のJpexamのSales-101問題集を手に入れて、速くこの能力をゲットできます。それで、「就職難」の場合には、他の人々と比べて、あなたはずっと優位に立つことができます。

Salesforce Certified Sales Foundations 認定 Sales-101 試験問題 (Q90-Q95):

質問 #90

A sales representative has a customer who is indecisive about the proposed solution and hesitant to close the contract. How should the sales rep convince the customer to find the solution invaluable and close the contract?

- A. Offer promotional discounts.
- B. Bundle additional products.
- C. Extend a free trial.

正解: C

解説:

Offering promotional discounts is a way to convince an indecisive customer to find the solution invaluable and close the contract by creating a sense of urgency, exclusivity, and reciprocity. Promotional discounts can motivate the customer to act quickly before they miss out on a good deal, as well as make them feel special and appreciated for choosing your solution. References: <https://www.salesforce.com/resources/articles/sales-promotion/#sales-promotion-examples> Extending a free trial is a good way to convince an indecisive customer to close the contract, as it allows them to experience the value of the solution firsthand and overcome any doubts or objections. A free trial also creates a sense of urgency and scarcity, as the customer knows that they have a limited time to take advantage of the offer. By extending a free trial, the sales rep can demonstrate confidence in the solution and show the customer that they are willing to accommodate their needs and preferences. References:

* Turn Undecided Customers into Successful Sales - Upnify, section "Offer guarantees and flexible policies".

* How to Handle Indecisive Customers? - Bitrix24, section "Offer a free trial or a money-back guarantee".

質問 #91

What is the primary benefit of team selling at a key account?

- A. Reduces the workload for individual sales representatives
- B. Leverages collective expertise to meet customer expectations
- C. Provides the customer with multiple points of contact

正解: B

解説:

Team selling is a strategy of using a group of salespeople with different skills and expertise to sell to and serve major accounts. The primary benefit of team selling at a key account is that it leverages the collective expertise of the team members to meet the customer's expectations and needs. Team selling can help create value for the customer by providing customized solutions, addressing complex problems, and delivering superior service. Team selling can also help build trust and loyalty with the customer by demonstrating commitment, collaboration, and professionalism. References:

* Cert Prep: Salesforce Certified Sales Representative, unit "Build and Maintain Relationships with Key Accounts"

* Team Selling: The Secret Weapon in Major Accounts

質問 #92

A sales representative proposes an engagement solution that works seamlessly across all media to a customer. Which strategy supports the solution?

- A. Social networks
- B. Multi-channel
- C. Two-way dialogue

正解: B

解説:

Multi-channel is the strategy that supports an engagement solution that works seamlessly across all media.

Multi-channel means using different communication channels (such as email, phone, social media, web chat, etc.) to reach and interact with customers and prospects. Multi-channel helps to increase customer satisfaction, loyalty, and retention by providing them with convenience, choice, and consistency. References: <https://www.salesforce.com/resources/articles/multichannel-marketing/#multichannel-marketing-definition>

質問 #93

A sales representative has a low conversion rate during the proposal phase of the pipeline. They notice there are a few sentences about the prospect objectives, two pages on the specifications and deliverables, and then a small portion on the investment. Which adjustment will help the sales rep win more work by being more customer-centric?

- A. Move the investment to the top to get the objection out of the way.
- **B. Focus more on anticipated outcomes than deliverables.**
- C. Remove the objectives since the prospect already knows them.

正解: B

解説:

A customer-centric proposal is one that emphasizes the value and benefits that the solution will provide to the customer, rather than the features and specifications of the product or service. By focusing more on the anticipated outcomes, the sales rep can show how the solution aligns with the customer's objectives and needs, and how it will help them achieve their desired results. This will also help the sales rep differentiate themselves from the competition and build trust and credibility with the customer. References:

* Cert Prep: Salesforce Certified Sales Representative, Unit 4: Value Selling

* [Sales Rep Training], Unit 2: Sell with Value

* Salesforce Certified Sales Representative Exam Guide, Section 4: Value Selling

質問 #94

A sales representative is having a difficult time identifying the root cause of their customer's issue. The sales 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.

正解: B

解説:

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 impact of the issue on the customer and conveying genuine concern. This approach helps build a rapport and trust with the customer, demonstrating that the sales 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

質問 #95

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