

# Mock Sales-101 Exam, Sales-101 Valid Exam Blueprint



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## Only The Most Popular Mock Sales-101 Exam Can Make Many People Pass The Salesforce Certified Sales Foundations

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## Salesforce Certified Sales Foundations Sample Questions (Q113-Q118):

### NEW QUESTION # 113

Universal Containers (UC) is starting its third fiscal quarter and wants to ensure its sales representatives' territory plans will be successful.

Which activity should UC and its sales reps review mid-year to ensure success?

- A. Assess prospect and account quality to prioritize leads.
- B. Change plans to provide a fresh view on each account.
- C. Survey the sales team and get recommendations.

**Answer: A**

Explanation:

Assessing prospect and account quality to prioritize leads is an activity that can help ensure sales success mid-year by focusing on the most promising opportunities and allocating resources accordingly. Assessing prospect and account quality involves evaluating factors such as fit, interest, urgency, and authority, and ranking leads based on their likelihood and readiness to buy. References: <https://www.salesforce.com/resources/articles/lead-generation/#lead-generation-strategies>

### NEW QUESTION # 114

Which element should a sales representative understand to determine if a sales quota is attainable?

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

**Answer: B**

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 # 115

A sales representative worked with a primary account for the past year. They want to make sure they continue providing the best possible service and value to the customer.

How can the sales rep comprehensively assess the effectiveness of their account management strategy?

- A. Key performance indicators (KPIs)
- B. Performance reviews with their team
- C. Customer satisfaction surveys

**Answer: A**

Explanation:

Key performance indicators (KPIs) are measures that can help the sales rep comprehensively assess the effectiveness of their account management strategy. KPIs are quantifiable metrics that reflect how well the sales rep is achieving their account management goals and objectives, such as revenue growth, customer retention, customer satisfaction, cross-selling, upselling, etc. KPIs help to track progress, identify strengths and weaknesses, and improve performance. References: <https://www.salesforce.com/resources/articles/account-management/#account-management-kpis>

### NEW QUESTION # 116

A sales representative delivers a proposal and is checking in with the prospect on the perceived value and alignment. At which stage are they in the sales process?

- A. Collaborate

- **B. Confirm**
- C. Connect

**Answer: B**

Explanation:

Confirming is the stage in the sales process where the sales representative delivers the proposal and checks in with the prospect on the perceived value and alignment. This stage is also known as the presentation or proposal stage, and it involves demonstrating how the solution meets the prospect's needs, goals, and challenges, and addressing any objections or concerns. The sales representative should also confirm the decision criteria, timeline, and next steps with the prospect, and ask for their commitment to move forward. Connecting is the stage where the sales representative identifies and reaches out to potential prospects, and establishes rapport and trust. Collaborating is the stage where the sales representative works with the prospect to understand their situation, needs, and desired outcomes, and co-creates a solution that fits their requirements. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

#### NEW QUESTION # 117

A sales representative closed a deal with a customer 6 months ago. The customer is now experiencing issues with the solution and the sales rep is trying to assess the customer's realized value.

What should the sales rep do?

- A. Acknowledge the customer's concerns while trying to find easier customers.
- **B. Reassess the customer's expected value based on the current situation.**
- C. Try to sell additional products or services to increase the realized value.

**Answer: B**

Explanation:

Realized value is the difference between the expected value and the actual value that the customer receives from using the solution. If the customer is experiencing issues with the solution, the sales rep should reassess the customer's expected value based on the current situation, identify any gaps or discrepancies, and work with the customer to resolve them and ensure their satisfaction. References: <https://www.salesforce.com/resources/articles/customer-success/#customer-success-metrics>

#### NEW QUESTION # 118

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