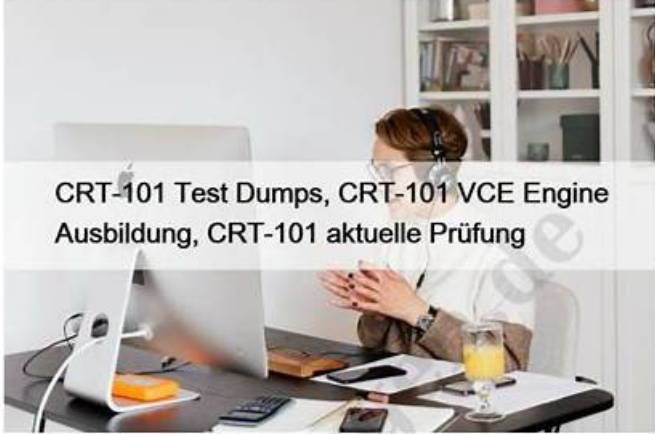


# Reliable Salesforce Sales-101 Test Vce - Online Sales-101 Training

Salesforce CRT-101 Certification Preparation for Administrator Exam



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**Salesforce CRT-101 Prüfungsplan:**

| Thema   | Einzelheiten                                                                                                                                                                               |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Thema 1 | <ul style="list-style-type: none"><li>Identify the capabilities and implications of the sales process</li><li>Describe capabilities and use cases for the approval process</li></ul>       |
| Thema 2 | <ul style="list-style-type: none"><li>Describe the capabilities of the Salesforce Mobile App</li><li>Describe the capabilities of lead automation tools and campaign management</li></ul>  |
| Thema 3 | <ul style="list-style-type: none"><li>Distinguish between the various UI features that an administrator controls</li><li>Describe the capabilities of the Salesforce Communities</li></ul> |
| Thema 4 | <ul style="list-style-type: none"><li>Describe the capabilities of custom report types</li><li>Describe the capabilities of case management</li></ul>                                      |

>> CRT-101 Prüfungsfrage <<

**CRT-101 Prüfungsfragen Prüfungsvorbereitungen, CRT-101**

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## Salesforce Sales-101 Exam Syllabus Topics:

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

## Salesforce Certified Sales Foundations Sample Questions (Q70-Q75):

### NEW QUESTION # 70

A sales representative wants to highlight a customer's return on their investment.  
Which type of analysis should the sales rep use to show this?

- A. SWOT analysis
- **B. Cost benefit analysis**
- C. Root cause analysis

**Answer: B**

Explanation:

A cost benefit analysis is a type of analysis that compares the costs and benefits of a project or decision, and calculates the net value or return on investment. A cost benefit analysis can help a sales rep highlight a customer's return on their investment by showing how the benefits of the product or service outweigh the costs, and by quantifying the value in monetary terms. A cost benefit analysis should include all relevant costs and benefits, such as initial costs, recurring costs, opportunity costs, direct benefits, indirect benefits, and intangible benefits. A cost benefit analysis should also consider the time value of money, the discount rate, and the payback period. References:

- \* Sales Rep Training: Create Effective Selling Habits, unit "Use Cost Benefit Analysis to Sell with Value".
- \* Cert Prep: Salesforce Certified Sales Representative, unit "Close Deals with Value".
- \* How to calculate your Return on Customer Investment.

### NEW QUESTION # 71

What is a key indicator of a healthy sales pipeline for a sales representative?

- A. A high percentage of deals in the last stage of the pipeline
- **B. A balanced distribution of deals across different stages of the pipeline**
- C. A high volume of new deals entering the pipeline each month

**Answer: B**

Explanation:

A key indicator of a healthy sales pipeline is a balanced distribution of deals across different stages. This balance indicates that there are sufficient new opportunities being generated, deals are progressing through the pipeline at a healthy pace, and there is a steady flow of closings. A well-balanced pipeline helps in forecasting revenue more accurately and ensures the sustainability of sales operations. Salesforce advocates for regular pipeline reviews and management to maintain this balance, ensuring that all stages from lead generation to closing are well attended to.

Reference: Salesforce Blog - Sales Pipeline Management

## NEW QUESTION # 72

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

**Answer: C**

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 # 73

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

**Answer: A**

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 # 74

A sales representative wants to prioritize their leads based on the likelihood to buy. Which leads should be given the highest priority?

- **A. Sales-qualified**
- B. Marketing-qualified
- C. New-unqualified

**Answer: A**

Explanation:

Sales-qualified leads are leads that have been vetted by both marketing and sales teams and have expressed a clear interest in buying. They have gone through the stages of lead generation, lead nurturing, and lead qualification, and have met the criteria for being ready to buy. Sales-qualified leads should be given the highest priority, as they are the most likely to convert into customers and generate revenue. References:

\* Cert Prep: Salesforce Certified Sales Representative, unit "Sales Strategy and Planning".

\* The Ultimate Guide to Lead Prioritization, section "Focus on inbound leads".

### NEW QUESTION # 75

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