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100% Pass Quiz Salesforce - Sales-101 - Authoritative Salesforce Certified Sales Foundations Exam Forum

Appropriately, we can wrap up this post with the way that the test centers around the material that is essential to handily clear your Salesforce Certified Sales Foundations certification exam. You can trust the material and set aside an edge to zero in on those before you win eventually over the last Salesforce Certified Sales Foundations (Sales-101) exam dates. To get it, find the source that assists you with getting the right test and spotlight on material agreeable for you for organizing the Salesforce Certified Sales Foundations

exam.

Salesforce Sales-101 Exam Syllabus Topics:

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

Salesforce Certified Sales Foundations Sample Questions (Q78-Q83):

NEW QUESTION # 78

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

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

Answer: B

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 # 79

Which factor can the sales representative focus on to win the customer first and support their sales quota long term?

- A. Maximizing opportunities
- B. Product evangelism
- **C. Customer experience**

Answer: C

Explanation:

Customer experience is the factor that the sales representative can focus on to win the customer first and support their sales quota long term, because it is the sum of all the interactions and emotions that the customer has with the sales representative and the company throughout the sales cycle and beyond. A positive customer experience can lead to customer satisfaction, loyalty, retention, and advocacy, which can result in repeat purchases, referrals, and testimonials. Product evangelism and maximizing opportunities are not the best answers, because they are more focused on the sales representative's own goals and interests, rather than the customer's. Product evangelism is about promoting the product's features and benefits, but it may not address the customer's specific needs or challenges. Maximizing opportunities is about increasing the contract value or volume, but it may not align with the customer's budget or expectations. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Prepare Your Team to Sell Successfully - Trailhead]

NEW QUESTION # 80

Which communication approach has a higher likelihood of achieving a customer relationship built on trust?

- A. Appreciating the customer's time.
- B. Scheduling quarterly check-in calls.
- C. Hosting monthly product webinars.

Answer: A

Explanation:

Appreciating the customer's time is a communication approach that fosters trust by acknowledging and respecting the value of their time. This approach involves being punctual for meetings, ensuring communications are concise and relevant, and expressing gratitude for their engagement. Building trust with customers is foundational to long-term relationships, and demonstrating respect for their time is a tangible way to show that their needs and priorities are taken seriously. Salesforce highlights the importance of trust in customer relationships and recommends practices that contribute to a respectful and professional interaction.

Reference: Salesforce Blog - Building Customer Trust

NEW QUESTION # 81

A sales representative receives an objection and encourages the customer to elaborate on their hesitation and responses. Which type of questions are they leveraging?

- A. Clarifying
- B. Change
- C. Confirming

Answer: A

Explanation:

Clarifying questions are the type of questions that the sales rep is leveraging when they encourage the customer to elaborate on their hesitation and responses. Clarifying questions are questions that help to understand, verify, or confirm the information or meaning of what the customer says. Clarifying questions help to avoid confusion, misunderstanding, or miscommunication, as well as to provide relevant information or solutions. References: <https://www.salesforce.com/resources/articles/sales-questions/#sales-questions-types>

NEW QUESTION # 82

A sales representative is working with a customer who has recently placed an order. The customer informs the sales rep that they have unique tax requirements.

How should the sales rep proceed to ensure a successful booking and fulfillment process?

- A. Acknowledge the tax requirements, but proceed with the standard process because the sales rep is unable to change company policies.
- B. Redirect the customer to address their tax requirements with the appropriate department internally within the company.
- C. Work closely with the relevant departments to address the tax requirements and ensure accurate order processing.

Answer: C

Explanation:

According to the Salesforce Sales Representative Learning objectives, one of the skills that a sales rep should have is to ensure customer satisfaction through streamlined fulfillment and order management. This includes collaborating with internal teams to handle

* Salesforce Certified Sales Representative Exam Guide, Section 5: Fulfillment and Order Management, Objective 5.2: Given a scenario, demonstrate how to handle special requests or requirements from the customer.

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