

Sales-101 Relevant Answers - Sales-101 Latest Test Vce



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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	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 3	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 4	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 5	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.

>> Sales-101 Relevant Answers <<

Sales-101 Latest Test Vce & New Sales-101 Test Objectives

If you are still a student, you must have learned from the schoolmaster how difficult it is to go out to work now. If you have already taken part in the work, you must have felt deeply the pressure of competition in society. Sales-101 exam materials can help you stand out in the fierce competition. After using our Sales-101 Study Materials, you have a greater chance of passing the Sales-101 certification, which will greatly increase your soft power and better show your strength.

Salesforce Certified Sales Foundations Sample Questions (Q13-Q18):

NEW QUESTION # 13

A sales representative is having a difficult conversation with a customer who is delaying making a decision to move forward without providing much detail.

What should the sales rep do to uncover why the customer is delaying the decision?

- A. Highlight the benefits of the product to the customer.
- **B. Ask pointed questions to identify customer interests.**
- C. Discuss the customer's concerns with their internal team.

Answer: B

Explanation:

Asking pointed questions to identify customer interests is what the sales rep should do to uncover why the customer is delaying the decision. Pointed questions are questions that are direct, specific, and focused on a particular topic or issue. Pointed questions help to get to the core of the customer's hesitation, concerns, or objections, as well as to provide relevant information or solutions that can persuade them to take action.

References: <https://www.salesforce.com/resources/articles/sales-questions/#sales-questions-types>

NEW QUESTION # 14

How does a sales representative determine if a customer might be a valid prospect for the product?

- A. Uncover what the customer is planning to do and the executive staff's purchasing preferences.
- B. Review the customer's website and tell the prospect that the product will solve their problems.
- **C. Understand the customer's pain points and what they attempted in the past that was unsuccessful.**

Answer: C

Explanation:

Understanding the customer's pain points and what they attempted in the past that was unsuccessful is a way to determine if a customer might be a valid prospect for the product. This helps to identify the customer's needs, challenges, goals, and motivations, as well as to assess their fit and readiness for the product. This also helps to position the product as a solution that can address their pain points and provide value.

References:

<https://www.salesforce.com/resources/articles/sales-process/#qualify>

NEW QUESTION # 15

An experienced sales representative has several new leads and wants to understand their pain points and decide if the company can meet their needs.

At which stage should the sales rep complete a qualification call with the new leads?

- A. Research
- B. Relationship building
- **C. Prospecting**

Answer: C

Explanation:

During the prospecting stage, a sales representative identifies and reaches out to potential leads to assess their interest and fit for the company's offerings. Completing a qualification call with new leads at this stage is crucial to understanding their pain points, needs, and whether the company's solutions can meet those needs.

This step is essential for efficiently allocating resources to leads with the highest potential for conversion.

Salesforce emphasizes the importance of effective prospecting and qualification processes to ensure sales efforts are focused on the most promising opportunities.

NEW QUESTION # 16

What is an important consideration for a sales representative as they create a sales proposal?

- A. To highlight how the solution addresses the customer's needs and challenges
- B. To include a detailed diagram and explanation of the sales process
- C. To leverage a standard approach for all sales quotes and customer accounts

Answer: A

Explanation:

Highlighting how the solution addresses the customer's needs and challenges is an important consideration for a sales representative as they create a sales proposal, because it shows the customer the value and benefits of the solution, and how it can help them achieve their desired outcomes. The sales proposal should be customized and tailored to the customer's specific situation, and include relevant data, testimonials, and case studies to support the value proposition. To leverage a standard approach for all sales quotes and customer accounts or to include a detailed diagram and explanation of the sales process are not the best answers, because they do not focus on the customer's needs and challenges, which are the primary drivers of the purchase decision. A standard approach may not suit the customer's unique requirements or preferences, and a detailed diagram and explanation of the sales process may be too technical or complex for the customer to understand or appreciate. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 17

A sales representative presented a solution and overcame the objections, but the prospect is still not completely ready to commit. The sales rep suspects the prospect is unsure about the product and will want to return it. The sales rep decides to let the prospect try out the product for a predetermined period.

Which type of close was chosen?

- A. Assumptive
- B. Summary
- C. Puppy Dog

Answer: C

Explanation:

A puppy dog close is a sales technique that involves letting the prospect try out the product or service for a limited time, hoping that they will fall in love with it and buy it. This type of close is often used for products that have a high emotional appeal, such as cars, jewelry, or pets. The sales representative in this scenario chose a puppy dog close because they suspected the prospect was unsure about the product and wanted to give them a chance to experience its benefits firsthand. References:

* Cert Prep: Salesforce Certified Sales Representative, Unit 5: Close the Deal

* [Sales Rep Training], Unit 2: Close the Deal

* Salesforce Certified Sales Representative Exam Guide, Section 5: Closing Deals

NEW QUESTION # 18

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