

Sales-101 Valid Exam Answers - Instant Sales-101 Access

OR

14. (a) Describe the threat to Taj Mahal due to air pollution.
(b) What are the steps taken by Supreme Court to save Taj Mahal?
(c) What is smog?

BIOLOGY

I. Choose the correct option:

[1X2=2]

1. Read the following statements carefully and choose the correct option.

Statement I – The babies born through IVF technique are called test tube babies.

Statement II– In IVF technique, fertilization occurs inside the body.

- (a) Both the statements I and II are true and statement II is the correct explanation of statement I.
(b) Both the statements I and II are true but statement II is not the correct explanation of statement I.
(c) Statement I is true but statement II is false.
(d) Both the statements I and II are false.

2. Read the statements given below.

- (i) Seeds require moisture for germination.
(ii) Plants can absorb nutrients mostly in dissolved form.
(iii) Irrigation protects crops from pests and rodents.

Choose the combination of statements which indicate the need to irrigate crops.

- (a) i and ii
(b) i, ii, iii
(c) i only
(d) i and iii

II. Answer the following questions in one sentence:

[1x2=2]

3. What is Red Data Book?

4. (a) Name the bacterium that converts milk into curd.
(b) Why is yeast used in the wine industry?

III. Answer the following questions briefly:

5. The sample of urine of a person is diagnosed to contain a high content of glucose. The doctor has advised to take insulin injections. [1+1=2]

(a) Identify the disease the person is suffering from and the gland which secretes the hormone 'insulin'.

(b) What is the role of adrenaline hormone that is secreted and released in the blood?

6. (a) Why are protected forests also not completely safe for wild animals?
(Write one point)

[1+1=2]

(b) Write one difference between a zoo and a wildlife sanctuary.

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Salesforce Sales-101 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 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.

Salesforce Certified Sales Foundations Sample Questions (Q11-Q16):

NEW QUESTION # 11

Which sales quota measurement focuses on the end result rather than the relationship with the customer?

- A. Leadconversion rate
- B. Onsite visits
- C. Calls made

Answer: A

Explanation:

A sales quota is a target or goal that a sales representative or a sales team is expected to achieve within a given period of time. Sales quotas can be measured by different criteria, such as revenue, profit, units sold, market share, or customer satisfaction. A lead conversion rate is the percentage of leads that become customers. This is a sales quota measurement that focuses on the end result rather than the relationship with the customer, as it reflects the final outcome of the sales process. The other options are sales quota measurements that focus on the relationship with the customer, as they reflect the activities and interactions that the sales representative or the sales team performs to engage and nurture the leads. References:

* Cert Prep: Salesforce Certified Sales Representative, unit "Assess Risks and Opportunities"

* [Sales Rep Training], unit "Create Effective Selling Habits"

* Salesforce Certified Sales Representative Exam Guide, section "Assess Risks and Opportunities"

NEW QUESTION # 12

A sales representative is in the closing stages of a deal and wants to summarize the benefits their solution provides to the customer. What should the sales rep use to build their business case?

- A. Contract review
- B. Value map
- C. Feature list

Answer: B

Explanation:

A value map is a tool that can be used to build a business case by summarizing the benefits that the solution provides to the customer. A value map shows how the solution aligns with the customer's strategic objectives, key performance indicators (KPIs), pain points, and needs. A value map also quantifies the expected outcomes and return on investment (ROI) for the customer. References: <https://www.salesforce.com/resources/articles/value-selling/#value-selling-tools>

NEW QUESTION # 13

How can whitespace analysis improve a sales representative's account management strategy?

- A. Analyzes contract length and segment to identify retention opportunities.
- B. Identifies key stakeholders and decision makers to nurture relationships.
- C. Determines current products and opportunities to sell additional products.

Answer: C

Explanation:

Determining current products and opportunities to sell additional products is how whitespace analysis can improve a sales rep's account management strategy. Whitespace analysis is the process of identifying gaps or opportunities in an account where the sales rep can offer more products or services that can add value to the customer. Whitespace analysis helps to increase revenue, profitability, and customer loyalty, as well as to prevent competitors from entering the account.

NEW QUESTION # 14

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

Answer: C

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 # 15

A sales representative is engaging in a discovery conversation with a prospect.

Which approach should the sales rep take during this conversation?

- A. Share the information gathered from online research about the customer's company.
- B. Present the history and innovation of their company in bringing new products to market.
- C. Ask open-ended questions to understand the prospect's challenges and goals.

Answer: C

Explanation:

Asking open-ended questions to understand the prospect's challenges and goals is the approach that the sales rep should take during a discovery conversation with a prospect. A discovery conversation is a conversation that helps to uncover information about the prospect's situation, needs, pain points, and objectives. Asking open-ended questions is an effective way to elicit detailed and meaningful responses from the prospect, as well as to show interest and empathy for their challenges and goals.

NEW QUESTION # 16

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