# Sales-101 Valid Test Answers & Certified Sales-101 Questions



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# Salesforce Sales-101 Exam Syllabus Topics:

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.
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.
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Topic 3

 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.

### >> Sales-101 Valid Test Answers <<

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This product is enough to get ready for the Sales-101 test on the first attempt. Three formats are easy to use and meet the needs of every Salesforce Certified Sales Foundations (Sales-101) test applicant. The Salesforce Sales-101 practice material's three formats are Desktop practice test software, web-based practice exam, and PDF.

# Salesforce Certified Sales Foundations Sample Questions (Q77-Q82):

# **NEW QUESTION #77**

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

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

#### Answer: A

# 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 prospectfor 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 #78**

What is the primary benefit of team selling at a key account?

- A. Reduces the workload for individual sales representatives
- B. Leverages collective expertise to meet customer expectations
- C. Provides the customer with multiple points of contact

### Answer: B

# Explanation:

Team selling is a strategy of using a group of salespeople with different skills and expertise to sell toand serve major accounts. The primary benefit of team selling at a key account is that it leverages the collective expertise of the team members to meet the customer's expectations and needs. Team selling can help create value for the customer by providing customized solutions, addressing complex problems, and delivering superior service. Team selling can also help build trust and loyalty with the customer by demonstrating commitment, collaboration, and professionalism. References:

- \* Cert Prep: Salesforce Certified Sales Representative, unit "Build and Maintain Relationships with Key Accounts"
- \* Team Selling: The Secret Weapon in Major Accounts

# **NEW QUESTION #79**

A sales representative is given an objection and shows respect for the customer's opinion. What level of listening is the sales rep leveraging?

- A. Selective
- B. Attentive

# • C. Empathetic

# Answer: C

#### Explanation:

Empathetic listening is the level of listening that the sales rep is leveraging when they show respect for the customer's opinion after receiving an objection. An objection is a reason or concern that the customer has for not buying the product or service that the sales rep offers. Empathetic listening is a type of listening that involves understanding and sharing the feelings and emotions of the customer, as well as acknowledging and validating their perspective. Empathetic listening helps to build trust and rapport, reduce resistance, and resolve objections.

# **NEW QUESTION #80**

A junior sales representative engages with key accounts to understand their pain points, current solutions, and future goals. Which skill is the sales rep growing?

- A. Product knowledge
- B. Sales acumen
- C. Business acumen

#### Answer: C

#### Explanation:

Business acumen is the ability to understand the business environment, the customer's industry, and the customer's specific challenges and goals. A junior sales representative who engages with key accounts to understand their pain points, current solutions, and future goals is growing their business acumen skill. By doing so, they can better align their product or service with the customer's needs and expectations, and create more value for them. Business acumen isone of the core competencies of a sales professional, as it helps them build credibility, trust, and rapport with the customer, and differentiate themselves from the competition. References:

- \* Cert Prep: Salesforce Certified Sales Representative, unit "Build and Maintain Relationships with Key Accounts"
- \* [Sales Rep Training], unit "Prepare Your Team to Sell Successfully"

# **NEW QUESTION #81**

A sales representative is having challenges getting access to the decision maker to close a deal. How can the sales rep convince their contact to make an introduction to the decision maker?

- A. Increase the frequency of engagement with the contact.
- B. Focus the discussion on the contact's role and responsibilities.
- C. Share a customer success story based on real-world use cases and results.

#### Answer: C

## Explanation:

Sharing a customer success story is a powerful way to convince a contact to make an introduction to the decisionmaker, as it demonstrates the value and credibility of the sales rep's solution. A customer success story should include the following elements: the customer's challenge, the solution they implemented, and the results they achieved. The sales rep should also tailor the story to match the contact's industry, role, and pain points, and highlight how the solution can help them achieve their goals. By sharing a customer success story, the sales rep can create a sense of urgency and curiosity in the contact, and motivate them to introduce the sales rep to the decision maker who can benefit from the solution as well. References:

- \* Sales Rep Training: Create Effective Selling Habits, unit "Use Customer Success Stories to Sell with Value".
- \* Cert Prep: Salesforce Certified Sales Representative, unit "Close Deals with Value".

# **NEW QUESTION #82**

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