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Based on our years of experience, taking the Salesforce Sales-101 exam without proper preparation is such a suicidal move. The Salesforce Certified Sales Foundations is not easy to achieve because you first need to pass the Salesforce Certified Sales Foundations Sales-101 exam. The only way to be successful with your Salesforce Certified Sales Foundations exam is by preparing it well with Salesforce Sales-101 Dumps. This Salesforce Certified Sales Foundations Sales-101 exam is not even easy to go through. Most people failed it due to a lack of preparation.

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	• 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	• 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 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.

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Salesforce Certified Sales Foundations Sample Questions (Q94-Q99):

NEW QUESTION # 94

A sales representative is using elicitation techniques to gain a better understanding of their customer's business strategies, goals, initiatives, and challenges.

What are three elicitation techniques the sales rep should use?

- A. Developing, testing, and implementation
- B. Processing, pace analysis, and perseverance
- **C. Brainstorming, observation, and surveys**

Answer: C

Explanation:

Brainstorming, observation, and surveys are three elicitation techniques that the sales rep should use to gain a better understanding of their customer's business strategies, goals, initiatives, and challenges. Elicitation is the process of gathering information from various sources using different methods. Brainstorming is a technique that involves generating ideas or solutions through creative thinking and collaboration. Observation is a technique that involves watching or monitoring how customers perform their tasks or use their products.

Surveys are a technique that involves collecting feedback or opinions from customers using structured questions or scales.

References: <https://trailhead.salesforce.com/en/content/learn/modules/sales-representative-certification-prep/sales-representative-certification-prep-prepare-for-your-exam>

NEW QUESTION # 95

A sales representative conducts research with their customer and gains insights for developing a value proposition to solve their customer's challenges.

How should the sales rep introduce their valueproposition to their customer?

- **A. Make a draft of the value proposition and seek customer feedback.**
- B. Unveil the value proposition to the customer after it is finalized.

- C. Collaborate internally to iterate on the value proposition for the customer.

Answer: A

Explanation:

Making a draft of the value proposition and seeking customer feedback is the best way to introduce the value proposition to the customer, because it allows the sales rep to validate their assumptions, test their hypotheses, and refine their solution based on the customer's input. This also helps to build trust and rapport with the customer, and demonstrate that the sales rep is genuinely interested in solving their challenges. Collaborating internally to iterate on the value proposition for the customer is not a bad idea, but it does not involve the customer in the process, and may result in a solution that does not match the customer's needs or expectations. Unveiling the value proposition to the customer after it is finalized is a risky strategy, because it may surprise or disappoint the customer, and leave no room for adjustments or negotiations. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Create Effective Selling Habits - Trailhead]

NEW QUESTION # 96

A sales representative learns from a survey that a strategic customer has a low satisfaction score because they are using only some of the products in their contract.

What should the sales rep do first to improve customer satisfaction?

- A. Offer a comprehensive demo of the products to the customer.
- B. Encourage the customer to purchase additional products.
- C. Add the customer to an educational marketing campaign.

Answer: C

Explanation:

Adding the customer to an educational marketing campaign is the best answer because it can help the customer learn more about the products they have purchased and how to use them effectively. This can increase the customer's satisfaction and loyalty, as well as create opportunities for cross-selling and upselling in the future. Offering a comprehensive demo of the products to the customer or encouraging the customer to purchase additional products are not the best options, because they may overwhelm or annoy the customer who is already dissatisfied with their current contract. The sales rep should first focus on helping the customer get the most value out of the products they already have, and then explore their needs and challenges for potential additional solutions. References: Certification - Sales Representative - Trailhead, [Sales Rep Training: Prepare Your Team to Sell Successfully - Trailhead]

NEW QUESTION # 97

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.

Reference: Salesforce Blog - Prospecting

NEW QUESTION # 98

A sales representative is having a difficult time identifying the root cause of their customer's issue. The sales rep knows they need to first acknowledge the customer's experience and perspective.

What is the recommended action the sales rep should take next?

- A. Show empathy.
- B. Make recommendations.
- C. Provide a product demo.

Answer: A

Explanation:

When faced with a customer issue and after acknowledging the customer's experience, the recommended next step for a sales representative is to show empathy. Empathy involves understanding and sharing the feelings of another, which in this context means recognizing the impact of the issue on the customer and conveying genuine concern. This approach helps build a rapport and trust with the customer, demonstrating that the sales rep is not just focused on a transaction but cares about the customer's overall experience and success.

Salesforce emphasizes the importance of empathy in customer interactions as a way to strengthen relationships and foster loyalty.

Reference: Salesforce Blog - Empathy in Sales

NEW QUESTION # 99

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