

Questions answered incorrectly:

- Email templates in HubSpot Sales must have all of the following EXCEPT:

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- All of the following tools can be used to capture inbound leads, EXCEPT for:
- Which of the following is HubSpot's live chat tool?
- Which of the following is the HubSpot tool that shows you which companies have visited your website?
- All of the following are true about forms and lead flows EXCEPT:
- Which of the following is the easiest way to create a new contact record?
- There are two main differences between forms and lead flows. One is that forms are embedded on the page while lead flows appear on top of the page. What's another difference?
- You see that a particular company has visited your website several times in the past few days, so you decide to call them. A receptionist answers the phone. Which of the following would be the BEST way to proceed?
- True or false? If a lead flow only asks for a visitor's email address, that's enough information to create a useful record in the CRM.
- Your marketing team wants to add lead flows and messages to your company's website. Where should each tool be used?
- In HubSpot CRM, what's the relationship between contacts and companies?
- You've been researching XYZ Inc., and you discover that someone at the company has viewed your pricing page, so you give them a call. You talk to the receptionist, Johnny. You ask who in the company might be investigating your solution. Johnny says he doesn't know for sure but that he can ask around and get back to you. He also says that Mariah Opensky would probably be the person to make that decision, but she's currently on vacation. What's the BEST way to record this in the CRM?
- The buyer-seller relationship has changed dramatically in the past 20 years. This is PRIMARILY because:
- Where do your team's interactions (phone calls, emails, etc.) with contacts appear inside HubSpot CRM?
- Which of the following statements is TRUE?
- How can you share saved filters with other team members?
- True or false? When you change the displayed properties in the "About" section of a contact record, that change automatically carries through to all contact records in the CRM.
- Which of the following is a benefit of keeping your contacts' Lead Status property up to date?
- Fill in the blanks: Good email templates increase _____ without sacrificing _____.
- True or false? You should customize an email template every time you send it out.
- Which of the following is FALSE about sales emails?
- When writing the body of an email template, it's important to include all of the following EXCEPT:
- Which of the following is the BEST description of the benefits of using personalization tokens?
- Which of the following pieces of information would be the BEST fit for a fill-in-the-blank area in an email template?
- Which of the following is a best practice for email subject lines?
- Which of the following is true about an email template's name?
- Your team just hired a new sales rep, and you're coaching them on how to create a good email template. They ask you how to figure out the purpose of a template. What advice should you give them?
- What is a task queue?

- You work for a company that has a form where people can request a free consultation. You want to create a list of people in your territory who have submitted this form. Which tool will you need to use to do this?
- You can set a due date when you create a task. What happens when the due date arrives?
- Which of the following is NOT a type of task in HubSpot CRM?
- What's the BEST way to add people from your saved filters into a task queue?
- How do you record emails in the CRM if you are NOT using the HubSpot Sales email extension?
- How do you record emails in the CRM if you're using the HubSpot Sales email extension?
- When creating an email template in HubSpot Sales, how would you include the contact's name in the greeting? ("Jean")
- When creating an email template in HubSpot Sales, how would you include the contact's phone number? ("(888) 482-7768")
- When creating an email template in HubSpot Sales, how would you include the time the meeting was scheduled for? ("3 p.m.")
- When creating an email template in HubSpot Sales, how would you add a description of the topics the meeting was supposed to cover? ("the trouble you've been having with user engagement on your online forums")
- When creating an email template in HubSpot Sales, how would you add the next steps? ("If you'd still like to talk about this, please let me know the best time to reach you.")
- When creating an email template in HubSpot Sales, how would you add a personalized closing line? ("Looking forward to talking to a fellow Cubs fan,")
- Where can you see the progress of a deal?
- True or false? Deal information is automatically displayed on the contact timeline.
- What's the best way to create an end-of-the-month to-do list?
- What's the most important deal property?
- What's the difference between the deal forecast and the deal board?
- Fill in the blank: A _____ is a record used to track the progress of an individual sale.
- True or false? You should treat all of your contacts as equally important to your sales process.
- How can deals help you prioritize your contacts?
- When should you create a deal?
- What are deal stages?