

Questions answered incorrectly:

- True or false? You should customize an email template every time you send it out.
- What are deal stages?
- 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?
- If you send a tracked email to a contact and you get a notification saying they read it, when should you call them?
- When creating an email template, how would you include the contact's phone number?
- Which of the following Sales Hub tiers have access to HubSpot's automation platform?

Questions answered correctly:

- Which of the following is true about an email template's name?
- You can set a due date when you create a task. What happens when the due date arrives?
- Where do your team's interactions (phone calls, emails, etc.) with contacts appear inside HubSpot CRM?
- 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?
- What information shows on the timeline of a company record?
- If you enroll a person in a Sequence, what happens when they respond?
- When creating an email template, how would you add the next steps? For example, "If you'd still like to talk about this, please let me know the best time to reach you."
- When creating an email template to schedule a meeting with someone, how would you add a description of the topics the meeting was supposed to cover? For example, "I'd love to find a time to dive deeper into [insert topic here]."
- When creating an email template to confirm a meeting with someone, how would you include the time the meeting was scheduled for?
- When creating an email template, how would you add a personalized closing line?
- When creating an email template, how would you include the contact's name in the greeting?
- True or false? When you add a note to a contact record, the content of the note automatically gets emailed to that contact.
- If you need a report that isn't included by default on the sales dashboard, what should you do first?
- Which of the following is NOT a default contact property in HubSpot CRM?
- There are several ways to create contacts. One way is to create contacts manually. All of the following are also ways to create contacts EXCEPT:
- Where can you send a tracked email from?
- When making a call from HubSpot CRM, what's the best way to take notes during a call?
- A playbook can include all of the following EXCEPT:
- What's an ideal customer profile?
- Which of the following is NOT a required part of an email template?
- If you don't have access to the playbooks tool, which free Sales Hub tool would be your best choice for inserting an outline into your call notes?
- True or false? In general, you should use the default options provided in the "Lead status" property.
- Email templates use personalization tokens to pull information from CRM properties into your emails, but you should also leave room to personalize every email you send. Why?

- How do chatbots qualify leads?
- Which of the following can you do with HubSpot's mobile app?
- Which of the following is NOT an option with the Slack integration?
- True or false? Changing the properties listed on one contact record will change the way properties are listed on every contact property you view.
- Which Sales Hub tool would you use to add products to a deal?
- You can do all of the following with the meetings tool EXCEPT:
- Which Sales Hub tool would you use to send a quote to a prospect?
- Which Sales Hub tool would you use to add your terms of service to a quote?
- How has the internet changed the relationship between buyers and sellers?
- Which of the following is a best practice when sending emails as part of your task queue?
- True or false? HubSpot Video is part of the quotes tool.
- When you send a tracked email, you receive a notification every time the email is opened. You can receive these notifications in all of the following ways EXCEPT:
- All of the following are default reports in HubSpot CRM EXCEPT:
- What is a sequence?
- What is a task queue?