

# AP-226 Reliable Test Tips - AP-226 Exam Cram Questions

## Chamberlain NR 226 Exam 1

1. What are the types of ASSESSMENT associated with ADPIE

**Answer**

Initial, Focused, Time lapsed and Emergency

2. What are the elements of PLANNING in the nursing process related to ADPIE

**Answer**

Establish priorities

Establish goals and expected outcomes Provide guidelines for nursing interventions  
Establish evaluation criteria to measure the effectiveness of the nursing care plan Create a goal using a broad statement describing the desired change  
Establish the desired outcome by using detailed, specific statements that describe the methods through which the goal will be achieved.

3. What is the 3-part nursing process

**Answer**

Problem, R/T (etiology), AEB (symptoms)

4. What is deontology

**Answer**

Defines actions as right or wrong

5. What is beneficence

**Answer**

a

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## Salesforce Contact Center Accredited Professional Sample Questions (Q151-Q156):

### NEW QUESTION # 151

You need to validate the accuracy of dynamic data merging in email templates. Which option provides the best verification method?

- A. Reviewing email delivery logs and checking for errors or missing data in merged fields.
- B. Implementing Apex triggers to validate data integrity before triggering email sending actions.
- C. Sending test emails with sample data sets and manually checking for merge field accuracy.
- D. Utilizing pre-configured Salesforce test cases for email merge field functionality.

**Answer: C**

Explanation:

The most effective method to validate the accuracy of dynamic data merging in email templates is by sending test emails with sample data sets and manually checking the accuracy of the merged fields. This direct approach allows you to see exactly how the email appears to the recipient and confirm that all data fields are populating correctly. This hands-on verification ensures that any discrepancies can be quickly identified and corrected.

### NEW QUESTION # 152

The required configurations for the client's requirements are:

Business Hours active, Omni-Channel Queue or Flow, Estimated Wait Time active, and Business Hours added to the Embedded Deployment.

A consultant learns that their client receives thousands of emails a week to the contact center, which contain many PDF files. In general, the email communication back and forth with the customer is high. They do not want to duplicate the PDFs every time a new email is received in the same email thread.

When designing the solution, the consultant considers the Eliminate duplicate email attachments setting in Email-to-Case to meet the requirement.

How should the PDFs be processed by Salesforce to comply with the Eliminate duplicate email attachments setting?

- A. Custom file storage solution
- B. Salesforce Files
- C. Attachments

**Answer: B**

Explanation:

To comply with the "Eliminate duplicate email attachments" setting in Email-to-Case, PDFs should be processed as Salesforce Files. Salesforce Files offers more advanced management capabilities, including deduplication, sharing, and security options compared to traditional attachments. This approach will prevent duplication of PDF files every time a new email is received in the same email thread, thereby optimizing storage and managing files more efficiently within the platform.

### NEW QUESTION # 153

You need to set up email case creation. Which feature allows automatic case generation from incoming emails?

- A. Workflow Rules with email field criteria triggering case creation.
- B. Einstein Bots configured to handle email inquiries and create cases if needed.
- C. Email-to-Case enabled on the Case object with appropriate field mapping.
- D. Process Builder sequences defining steps for email parsing and case generation.

**Answer: C**

Explanation:

Email-to-Case is the feature that allows automatic case generation from incoming emails by converting emails into case records. This functionality ensures that all relevant email data is captured directly into Salesforce cases, utilizing field mapping to organize and store information correctly.

### NEW QUESTION # 154

You need to migrate complex workflows from your legacy system. Which tool facilitates this?

- A. Process Builder with drag-and-drop interface for designing automated processes within Salesforce.

- B. Apex code development for custom scripting and advanced workflow logic implementation.
- **C. All of the above, depending on the complexity and specific functionalities of the migrating workflows.**
- D. Flow Builder with visual development environment for building complex automation and logic flows.

**Answer: C**

Explanation:

Depending on the complexity and requirements of the legacy workflows, you can utilize Process Builder for simple automation, Flow Builder for more intricate logic and integrations, or Apex code for custom scripting of advanced functionalities. Choose the tool that best suits the specific workflow you're migrating.

#### **NEW QUESTION # 155**

You're deploying a new escalation rule for voice calls in Omni-Channel. Which channel-specific cut-over requirement ensures timely intervention for high-priority calls?

- A. Configuring the rule to trigger automatic notifications and case creation for escalated calls.
- B. Testing the escalation rule functionality with test calls and dummy scenarios before deployment.
- **C. All of the above, contributing to a robust and effective escalation process for voice calls within Omni-Channel.**
- D. Defining clear criteria for call escalation based on urgency and wait times.

**Answer: C**

Explanation:

Ensuring timely intervention for high-priority voice calls involves multiple strategies:

A: Configuring the rule to trigger automatic notifications and case creation helps immediately alert relevant parties when a call meets escalation criteria.

B: Testing the escalation rule functionality with test calls and dummy scenarios ensures the rule works correctly under various conditions before going live.

C: Defining clear criteria for call escalation based on urgency and wait times ensures that high-priority calls are identified and escalated appropriately.

Implementing these measures together establishes a robust and effective process for managing escalated calls within Omni-Channel.

#### **NEW QUESTION # 156**

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