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AP Calculus Notes:

AB:

Pre-calc Stuff:

- Know all of this (it's vital): (insert quizlet link)

Limits:

- If the limit of a function as x approaches a constant (c) exists then the function is interrupted.
- Types of Discontinuities:
 - Hole (removable)
 - Jump Discontinuity (non-removable)
 - Infinite Discontinuity (non-removable)
- If limit from the right isn't the same as the limit from the left then the limit does not exist (DNE).
- Limit of a constant is the constant itself.
- Plug in the value for x (c) to solve for basic limits (duh).
- To solve limit questions where you get the indeterminate form of $0/0$ or ∞/∞ you can:
 - SUBSTITUTE (ALWAYS CONSIDER THIS FIRST! But since you got the indeterminate form move on to the next steps)
 - Factor
 - Rationalize
 - Simplify/Use Identities
 - Common denominator (usually for numerator when there are fractions).

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In this way, the Salesforce AP-226 certified professionals can not only validate their skills and knowledge level but also put their careers on the right track. By doing this you can achieve your career objectives. To avail of all these benefits you need to pass the Contact Center Accredited Professional (AP-226) exam which is a difficult exam that demands firm commitment and complete Salesforce AP-226 exam questions preparation.

Salesforce Contact Center Accredited Professional Sample Questions (Q87-Q92):

NEW QUESTION # 87

Your design outlines automated case escalation based on criteria

a. Which tool facilitates rule-based escalation?

- A. Custom Apex code defining escalation logic and actions.
- B. Escalation Rules with conditions based on case priority, time to resolution, and other metrics.
- C. Workflow Rules triggering notifications to supervisors based on pre-set escalation criteria.
- **D. Both (b) and (c), offering flexible options for automated case escalation based on rules.**

Answer: D

Explanation:

Automated case escalation is effectively managed using both Escalation Rules and Workflow Rules: B. Escalation Rules enable automatic case escalation based on criteria like case priority and time to resolution. C. Workflow Rules can be used to trigger additional actions, such as notifications to supervisors, when specific escalation criteria are met. These tools work in concert to ensure timely responses to critical cases and maintain service levels.

NEW QUESTION # 88

The customer requests ongoing support and maintenance after the rollout. Which element should be included in the plan?

- **A. Conducting periodic user training sessions to familiarize users with new features and updates.**
- B. Providing regular system updates and patches to address bugs and improve performance.
- C. Establishing a support channel for reporting issues and troubleshooting technical problems.

Answer: A

Explanation:

To ensure effective ongoing support and maintenance after the rollout of a Salesforce project, all the elements listed are essential: A. Establishing a support channel is crucial for a responsive troubleshooting and issue-reporting mechanism. B. Regular system updates and patches are necessary to maintain system health and performance, ensuring that bugs are fixed and improvements are implemented regularly. C. Periodic user training sessions help users stay up-to-date with new features and updates, which is essential for maximizing the adoption and utility of the system.

Collectively, these elements create a robust support structure that facilitates continuous improvement and user engagement.

Salesforce offers guidance on establishing these elements in their best practices for system maintenance and user training.

More about ongoing support and maintenance best practices can be found here:

<https://admin.salesforce.com/>

NEW QUESTION # 89

Your data includes duplicate records across legacy systems. Which tool helps prevent duplicate creation in Salesforce?

- A. Matching rules defining criteria for identifying and merging duplicate records.
- **B. All of the above, working together to prevent duplicate records and ensure data integrity after migration.**
- C. Data Import Wizard with duplicate prevention settings during bulk data importing.
- D. Workflow Rules automatically triggering deduplication logic based on specific data fields.

Answer: B

Explanation:

To prevent the creation of duplicate records in Salesforce during data migration from legacy systems, several tools and features should be employed in concert:

A: Matching rules help define the criteria for identifying duplicates.

B: Data Import Wizard includes settings to prevent duplicates during the import process.

C: Workflow Rules can be configured to automatically trigger deduplication logic when specific conditions are met.

Using these tools together enhances the prevention of duplicates, ensuring better data quality and integrity post-migration.

NEW QUESTION # 90

The customer expects high data volumes and complex reporting needs. Which solution supports scalability and advanced analysis?

- A. Both (b) and (c) combined for data storage, advanced analysis, and visual data exploration.
- B. Leverage external data warehouse solutions for data storage and complex queries.
- C. Implement Einstein Analytics for AI-powered insights and predictive analysis.
- D. Utilize standard Salesforce Reports and Dashboards for basic data visualization.

Answer: A

Explanation:

For handling high data volumes and complex reporting needs, combining Salesforce Einstein Analytics with external data warehouse solutions offers the best scalability and advanced analysis capabilities. Einstein Analytics provides AI-powered insights and predictive analysis, while external data warehouses allow for storage of large data volumes and complex querying. This combination, as suggested in option "D. Both (b) and (c) combined for data storage, advanced analysis, and visual data exploration," offers a comprehensive solution for handling large-scale data and sophisticated analytical demands.

Reference: Salesforce Documentation on Einstein Analytics

NEW QUESTION # 91

The customer wants to prioritize cases based on customer loyalty and contract value. Which case management requirement should be considered?

- A. Implement automated case escalation rules based on pre-defined loyalty and contract value thresholds.
- B. Develop custom formulas to calculate customer loyalty and contract value score.
- C. Configure case fields to capture customer tier and contract details for manual prioritization.
- D. Utilize Entitlements to define service level agreements (SLAs) and prioritize cases based on entitlement levels.

Answer: A

Explanation:

Implementing automated case escalation rules based on pre-defined loyalty and contract value thresholds is the most effective way to prioritize cases. This approach uses automation to ensure that high-value customers receive the attention they require promptly, without manual intervention, thus improving efficiency and customer satisfaction.

Reference: Salesforce Automation for Case Escalation

NEW QUESTION # 92

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