New AP-226 Exam Topics, AP-226 Valid Test Syllabus

Exam 1 Blueprint

There will be 50 questions on the test.
Please note that some topics might overlap and therefore if you total the number the questions in the blueprint, it might be more then 50. For example, one question can cover two topics: 1) nursing assessment and 2) medication side effect, or 1) drug toxicity and 2) nursing responsibility. There will also be two (2) Select All That Apply (SATA) questions.

Flash cards: https://quizlet.com/599158084/pathopharm-exam-1-study-cards-flash-cards/

Broad Categories:

1. Nursing Responsibilities
   1. See below
2. Pharmacokinetics...
   1. **Absorption** - Movement of drug from site of administration to bloodstream
      1. **Organs involved**: skin, muscles, liver, vascular system stomach & small intestine
      2. **Routes**: Enteral, Parenteral, Special
         1. Enteral
            1. Oral (PO)
         2. Parenteral
            1. Intravenous (IV)
            2. Intramuscular (IM)
            3. Subcutaneous (SQ)
         3. Special - see below
   2. **Distribution** - Movement of drug from bloodstream to tissues
      1. Factors involved – lipophilic or polar, protein binding, competition
   3. **Metabolism** - Ability of cells to process drug, alter form
      1. Major organs - (prof. Edit) Liver – only really affects Enteral drugs.
   4. **Excretion** – Ability of cells/organs/body to remove drug
      1. Major Organs: Kidneys
3. Cells
4. Tissues
5. Skin
6. Wounds and healing
7. Inflammation
   1. Innate defense – cells release chemicals that attract leukocytes to fight infection or remove damaged/erroneous cells and tissue.
   2. From Webster's dictionary - "a local response to cellular injury that is marked by capillary dilatation, leukocytic infiltration, redness, heat, and pain and that serves as a mechanism initiating the elimination of noxious agents and of damaged tissue."

Introduction to Pharmacology Lehne Ch. 1-8	# of questions
Differentiate between generic and brand drug names	1

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Salesforce Contact Center Accredited Professional Sample Questions (Q136-

Q141):

NEW QUESTION # 136

While manually changing presence status is an option, it's not the most ideal solution for Ursa Major Solar's concern about capturing call summaries in Service Cloud Voice. Here are two better suggestions:

Ursa Major Solar (UMS) would like to set up customer push notifications as part of t Engagement upgrade project.

For which channels can UMS implement this?

- A. Messaging for In-App
- B. SMS Messaging
- C. Facebook Messenger

Answer: A,B,C

Explanation:

Ursa Major Solar can implement customer push notifications across various channels including SMS Messaging, Facebook Messenger, and Messaging for In-App as part of their Customer Engagement upgrade project. These channels are supported by Salesforce's marketing and engagement tools, allowing for the delivery of timely and relevant notifications directly to customers' devices. Utilizing these channels for push notifications can enhance customer engagement by providing updates, promotions, and alerts that encourage interaction and improve customer experience.

Reference: https://www.salesforce.com/products/marketing-cloud/best-practices/push-notification-strategy/

NEW QUESTION # 137

You need to test email responsiveness on different devices. Which platform facilitates multi-device testing?

- A. Salesforce Inbox previewing emails on desktop and mobile versions.
- B. Sending test emails to personal accounts with different devices and platforms.
- C. Utilizing Email Preview tool in Salesforce Marketing Cloud for cross-device rendering checks.
- D. Developer tools in web browsers for inspecting email rendering on various devices.

Answer: C

Explanation:

The Email Preview tool in Salesforce Marketing Cloud is specifically designed to facilitate multi-device testing. This tool allows you to preview and test how emails will render across different devices, ensuring that your email campaigns look good and function properly no matter what device your recipients are using. This capability is essential for effective email marketing campaigns and customer communications, making "D. Utilizing Email Preview tool in Salesforce Marketing Cloud for cross-device rendering checks" the best option for testing email responsiveness on different devices.

Reference: Salesforce Marketing Cloud Email Studio

NEW QUESTION # 138

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

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

Answer: A

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 # 139

Universal Containers plans on notifying its customers with an automated outbound SMS message every time a package gets shipped out and when it arrives.

How should an administrator provision the phone number to support this functionality?

- A. Provision a short code phone number at least 8 weeks before golive
- B. Provision a long code phone number on least 2 weeks before golive
- C. Provision a toll free phone number at least 8 weeks before golive

Answer: B

Explanation:

For notifying customers with automated outbound SMS messages, provisioning a phone number well in advance is essential. A long code phone number, which is typically a regular 10-digit phone number, is suitable for such notifications and generally requires at least 2 weeks to provision. This allows sufficient time for setup and testing before going live. Therefore, "C. Provision a long code phone number at least 2 weeks before golive" is the correct step for supporting this functionality effectively.
Reference: Salesforce SMS Implementation Guide

NEW QUESTION # 140
The IT team wants to integrate Salesforce with their existing CRM system. Which future functionality would facilitate this?

- A. Utilize standard Salesforce connectors and APIs for seamless data exchange.
- B. Migrate all Contact Center data into the existing CRM system to avoid integration complexity.
- C. Implement point-to-point integrations with unique data mappings for each field.
- D. Develop custom Apex code to synchronize data between the two systems.

Answer: A

Explanation:

Utilizing standard Salesforce connectors and APIs is the most effective and straightforward method for integrating Salesforce with existing CRM systems. These tools are designed to facilitate seamless data exchange and ensure data integrity between Salesforce and other platforms. This eliminates the need for extensive custom coding and simplifies maintenance. Therefore, "A. Utilize standard Salesforce connectors and APIs for seamless data exchange" is the recommended approach for such integrations.
Reference: Salesforce Integration

NEW QUESTION # 141
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