

# AP-226 Valid Test Notes | Current AP-226 Exam Content

**Exam 2: NR226/ NR 226 (2023/ 2024 Update)  
Fundamentals Patient Care Exam| Complete  
Guide with Verified Answers - Chamberlain**

**QUESTION**  
Hypernatremia

**Answer:** Abnormally high sodium concentration in the blood  
-water deficit

**QUESTION**  
What types of patients should you monitor for hypernatremia?

**Answer:** Diabetes insipidus  
Osmotic diuresis  
-Large amount of perspiration and respiratory water output  
-Tube feedings, hypertonic parenteral fluids, or salt tablets  
-Dysfunction of osmoreceptor driven thirst drive

**QUESTION**  
Causes of hypernatremia

**Answer:** Excessive / rapid IV administration of normal saline, inadequate water intake and kidney disease

**QUESTION**  
Normal range for sodium

**Answer:** 135-145 mEq/L

**QUESTION**  
Signs and symptoms of hypernatremia

**Answer:** Confusion, dry mucous membranes, seizures flat neck veins, dry skin, intense thirst, dark urine, skin tenting

**QUESTION**

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## Salesforce Contact Center Accredited Professional Sample Questions (Q195-Q200):

### NEW QUESTION # 195

The best dashboard in Service Analytics for UC's service report requirement is Sidebar-By Customer.

Universal Containers (UC) has a requirement to create a service report that contains 50 object references. Which steps should UC take to achieve this?

- A. Create 10 service reports Select the objects Combine the service reports
- B. Create a Visualforce service report Create objects and fields the View into the objects and fields in the report
- C. Create a custom report type Select four object relationships Select fields from extra objects

**Answer: C**

Explanation:

To create a service report containing references to 50 objects, Universal Containers should follow these steps:

Create a custom report type: This allows for the definition of primary and related objects.

Select up to four object relationships: This structures the primary relationships needed for the report.

Add fields from additional related objects: This extends the report's scope to include up to 50 object references by pulling in fields from other relevant objects.

This method provides a scalable approach to complex reporting needs within Salesforce.

### NEW QUESTION # 196

Universal Containers (UC) has a service report requirement to provide a snapshot of customers, including the service products they are using, case reason, and priority, Which dashboard in Service Analytics should UC use? Sidebar-By

- A. Customer
- B. Account Profile
- C. Open Cases

**Answer: B**

Explanation:

For Universal Containers, the "Account Profile" dashboard in Service Analytics is the most suitable choice. This dashboard provides a comprehensive snapshot of customers, including details on the service products they are using, case reasons, and priority. It is specifically designed to consolidate customer-related information, making it an ideal solution for UC's reporting needs.

### NEW QUESTION # 197

Your KPIs include measuring agent utilization rates. Which metric best reflects this?

- A. Agent login duration divided by the total active work time on cases or chats.
- B. Time spent by an agent on various activities throughout the workday.
- C. All of the above, depending on the desired scope and granularity of agent utilization measurement.
- D. Number of cases handled by an agent during a specific period.

**Answer: C**

Explanation:

Measuring agent utilization rates can involve various metrics to capture different aspects of agent activity. The number of cases handled provides a direct measure of workload, agent login duration relative to active work time gives a measure of efficiency, and tracking time spent on various activities offers insight into how agents distribute their efforts during the workday. Therefore, "D. All of the above, depending on the desired scope and granularity of agent utilization measurement" provides a comprehensive approach to accurately reflecting agent utilization.

Reference: Salesforce Performance Management

### NEW QUESTION # 198

To validate email deliverability, you need to test spam filters and blacklists. Which tool helps with this process?

- A. Configuring SPF, DKIM, and DMARC authentication protocols to improve email deliverability reputation.
- B. Monitoring email logs and delivery reports within Salesforce for identifying blocked or bounced emails.
- C. Email testing services like Mail Tester and GlockApps for analyzing email content and predicting spam filter activation.

**Answer: C**

Explanation:

To validate email deliverability, especially in terms of avoiding spam filters and blacklists, using email testing services is highly effective: A. Email testing services like Mail Tester and GlockApps analyze email content, simulate sending to major email providers, and report on elements that could trigger spam filters. These services provide actionable insights that can help in adjusting email content and settings to improve deliverability.

While B and C are valuable for overall email deliverability management, they do not specifically provide testing or simulation of spam filter activation, which is crucial for proactive deliverability testing.

For more on improving email deliverability with Salesforce, including the use of testing tools, you can visit:

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

### NEW QUESTION # 199

Your scenario involves migrating to a new chat platform integrated with Salesforce. Which deployment process best facilitates transition with minimal downtime?

- A. All of the above, depending on the platform integration complexity and desired downtime window.
- B. Phased deployment migrating agents and customer access in groups to minimize service interruption.
- C. Parallel deployment running both platforms simultaneously until full migration to the new system.
- D. Cutover deployment with a temporary system switch during scheduled maintenance time for minimal disruption.

**Answer: A**

Explanation:

Transitioning to a new chat platform integrated with Salesforce can be effectively managed through various deployment strategies, each suitable based on the specific scenario: A. Phased deployment gradually transitions agents and customers, minimizing disruption. B. Parallel deployment allows running both the old and new platforms simultaneously to ensure continuous service. C. Cutover deployment switches systems during a planned downtime, which is typically scheduled for low-usage times. Selecting the appropriate method depends on factors like the complexity of integration and the organization's tolerance for downtime.

### NEW QUESTION # 200

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