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Exam 1: NR226/ NR 226 Fundamentals Patient Care Exam Prep| 100% Correct Questions and Verified Answers (2023/ 2024 Update)- Chamberlain

Q: Which of the following are examples of data validation? (Select all that apply.)
A. The nurse assesses the patient's heart rate and compares the value with the last value entered in the medical record.
B. The nurse asks the patient if he is having pain and then asks the patient to rate the severity.
C. The nurse observes a patient reading a teaching booklet and asks the patient if he has questions about its content.
D. The nurse obtains a blood pressure value that is abnormal and asks the charge nurse to repeat the measurement.
E. The nurse asks the patient to describe a symptom by saying, "Go on."

ANSWER

A & D

-Validation involves comparing data with another source. By asking the patient about pain and then having it rated the nurse collects two assessment findings. The nurse asking an open-ended question about the patient's understanding of the booklet is not data validation. Telling the patient to "go on" is back channeling.

Q: A patient tells the nurse during a visit to the clinic that he has been sick to his stomach for 3 days and he vomited twice yesterday. Which of the following responses by the nurse is an example of probing?
A. So you've had an upset stomach and began vomiting—correct?
B. Have you taken anything for your stomach?
C. Is anything else bothering you?
D. Have you taken any medication for your vomiting?

ANSWER

C. Is anything else bothering you?

-A probing question encourages a full description without trying to control the direction of the patient's story. It requires further open-ended statements. Confirming an upset stomach and vomiting is an example of summarizing findings. The questions about medications taken are

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Salesforce Contact Center Accredited Professional Sample Questions (Q205-Q210):

NEW QUESTION # 205

You're deploying a new social media listening tool for proactive customer engagement. Which cut-over requirement helps prevent unnecessary escalation and prioritize genuine concerns?

- A. All of the above, contributing to a proactive and efficient approach to managing customer sentiment on social media.
- B. Training agents on using the social media listening tool to effectively engage with customers and address concerns.
- C. Defining clear criteria for identifying escalable issues and sentiment analysis within social media conversations.
- D. Configuring automated notifications and alerts for high-priority mentions and potentially escalating trends.

Answer: A

Explanation:

Deploying a new social media listening tool involves several critical requirements to ensure effective customer engagement and prioritization of concerns. Defining criteria for escalable issues ensures only relevant matters are escalated. Configuring automated notifications for high-priority mentions ensures timely responses to critical engagements. Training agents on the effective use of the tool enhances their ability to engage appropriately. Therefore, "D. All of the above, contributing to a proactive and efficient approach to managing customer sentiment on social media" provides a comprehensive strategy for effective social media listening and interaction.

Reference: Salesforce Social Studio

NEW QUESTION # 206

The consultant should use the Data Loader to migrate 100,000 historic cases from a legacy system to Salesforce.

A consultant has noticed that agents always open the contact record first when they are routed a new Email-to-Case before they do anything else. What should the consultant set up to make this more efficient for agents?

- A. Edit the Case page layout to embed the Contact Details component on the Case page Pop action
- B. Edit the Navigation rules for the app that the agents use to set Case as a subtab of Contact
- C. Create an Omni-Channel flow that adds Contact as the focused record using the Configure Screen

Answer: B

Explanation:

To make the process more efficient for agents who routinely access contact records first when routed a new Email-to-Case, the consultant should edit the navigation rules for the app that the agents use to set Case as a subtab of Contact. This adjustment optimizes the user interface by ensuring that when a case is opened, the associated contact record automatically appears as a subtab. This setup reduces the number of clicks needed to access relevant contact details, streamlining the workflow and saving time for agents. This method leverages the Salesforce Lightning Experience's capability to configure tab settings and navigation rules, enhancing the user experience and efficiency.

NEW QUESTION # 207

The consultant should recommend UC configure the solution by setting up the organization's default business hours and creating an escalation rule where the case matches the criteria associated with different business hours.

An administrator has activated Omni-Channel routing on a queue for the first time. However, agents are not seeing the work that was already in the queue. What is the reason for the work that was already in the queue not being pushed to agents?

- A. Records that exist in a queue prior to Omni-Channel routing activation will not be pushed to an agent.
- B. The type of work that was in the queue is not in the Selected Objects list on the queue under Supported Objects
- C. The Apply to existing records in queue option was not selected.

Answer: A

Explanation:

When Omni-Channel routing is activated on a queue for the first time, existing records in that queue will not automatically be pushed to agents. This is because Omni-Channel only starts routing work items that arrive in the queue after its activation. Any work that was already in the queue prior to enabling Omni-Channel will need to be manually reassigned or triggered to enter the Omni-Channel routing process.

NEW QUESTION # 208

You're deploying a new email channel integration for customer support. Which cut-over requirement helps maintain data accuracy and consistency?

- A. Testing the email integration with various sample messages and scenarios before real-world deployment.
- B. Configuring automated case creation and assignment based on specific keywords and email content.
- C. Implementing data validation rules for incoming email subject lines and customer information.
- **D. All of the above, contributing to accurate data capture and seamless processing of email inquiries.**

Answer: D

Explanation:

Deploying a new email channel integration effectively requires comprehensive preparation:

A: Implementing data validation rules ensures that incoming email data like subject lines and customer information is accurate.

B: Configuring automated case creation and assignment based on email content helps streamline the handling process.

C: Testing the integration with sample messages ensures functionality across different scenarios before going live.

These steps together ensure data accuracy and the smooth operation of the new email channel.

NEW QUESTION # 209

You need to configure chatbots for different purposes within the Contact Center. Which platform offers the most flexibility?

- A. Einstein Bots with pre-built templates and AI capabilities for various customer service scenarios.
- B. Flow Builder with drag-and-drop interface for designing chatbot conversations and logic flow.
- C. Dialogflow and similar third-party chatbot platforms integrated with Salesforce.
- **D. All of the above, providing options for diverse bot functionalities and integration flexibility.**

Answer: D

NEW QUESTION # 210

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