

Zendesk App Developer I Certification Guide



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Introduction

We are glad you are interested in earning your Zendesk certification! This exam guide is designed to familiarize you with exam details, exam topics, and preparation resources for the Zendesk App Developer I Exam. When you pass this exam, you will attain the Zendesk App Developer I credential.

Candidate Description

Zendesk App Developer I candidates possess the knowledge and skills necessary to develop scalable Zendesk apps on the Zendesk platform and leverage the REST APIs to extend Zendesk using web programming skills. They follow security best practices, understand version control, can use ZAT competently and can create and deploy working server-side apps.

At a minimum, it is recommended that the candidate has:

- One (1) year professional web development experience
- knowledge of web development (HTML, CSS, Javascript, REST APIs)

Exam Details

Format: 65 Multiple choice questions

Time allotted: 90 Minutes

Passing score: 69%

Exam fee: USD \$350

Delivery Options: On-site in a testing center or online in a proctored environment

Prerequisites: None

Language: English

Other important information:

- This guide is meant to give an overview of the exam and should not be the only means of preparation. A combination of self-paced e-learning, self-study on the Zendesk Help Center, and on-the-job experience will prepare candidates to take the exam.
- No Reference materials are allowed during testing.
- On occasion, there may be more than 65 questions on the exam. Periodically, Zendesk may place a handful of unscored questions on the exam for statistical purposes. These questions will not impact your exam score.

Recommended Training and Resources

A combination of basic knowledge of Zendesk, web development, including HTML, CSS, Javascript, REST APIs, and on-the-job experience will prepare candidates to take the exam. The Zendesk Customer Education team offers a range of [training courses and resources](#) that will help you prepare for the certification exam. While training alone does not guarantee certification, we strongly recommend that candidates take the following courses in preparation for the exam:

- [The Zendesk Developer Platform](#)
- [The Zendesk Developer Platform: Apps](#)

The following resources may also help you prepare for the exam:

- Study [Zendesk Help articles](#) on exam topics
- [The Zendesk Developer Portal](#)
- Attend a [Zendesk Training Live Event](#)
- Visit our [Training website](#) for additional training resources

Exam Objectives

The Zendesk App Developer I Exam validates your skills necessary to develop scalable Zendesk apps on the Zendesk platform and leverage the REST APIs to extend Zendesk using web programming skills. The exam objectives and topic level weighting are below for your reference. Use them to guide your study and prepare for the exam.

Exam Objectives	
Section 1: APPS FRAMEWORK (27%)	
1.1	Identify the steps to initialize the Zendesk Apps Framework (ZAF) client.
1.2	Given a scenario, identify which ZAF Client method should be used.
1.3	Given a screenshot of the agent user interface, identify the app locations.
1.4	Given a scenario, identify how to use the framework to programmatically get information about an app.
1.5	Given a scenario, identify which ZAT command should be used.
1.6	Identify the steps to deploy an app to a Zendesk instance.
1.7	Identify how to make an external request using Zendesk Apps Framework (ZAF).
1.8	Given a scenario about the UI changing, identify the framework event that will fire and how the app listens.
1.9	Identify the methods to interact with the Zendesk UI through the App Framework.
Section 2: APP STRUCTURE (20%)	
2.1	Given a scenario, identify how locations are defined.
2.2	Identify properly formatted app settings.
2.3	Identify the scenario where a secure setting should be used.
2.4	Identify how to secure a setting.

2.5	Identify how to use assets and marketing content in an app.
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Section 3: REST API (23%)

3.1	Given a scenario about accessing an API endpoint, identify the correct cURL command format.
3.2	Identify situations where merging tickets is appropriate.
3.3	Identify situations where leveraging the Problem and Incident ticket types are appropriate.
3.4	Given a scenario, identify the proper application of ticket status.
3.5	Given a scenario, use Ticket Events to troubleshoot a ticket.
3.6	Given a scenario, identify when required fields need to be filled in.
3.7	Given a scenario about tickets and tags, identify the relationship between the tickets and tags.

Section 4: WEB DEVELOPMENT (15%)

4.1	Identify the characteristics of the HTML DOM.
4.2	Identify when Javascript events fire.
4.3	Identify the correct way in JavaScript to handle multiple Promises.
4.4	Identify how to select an element in the HTML DOM and manipulate it in JavaScript.
4.5	Given a scenario including code snippets, identify what the CSS does to the HTML.
4.6	Given a scenario including code snippets, identify the resulting image.
4.7	Identify the characteristics about how the iframe communicates with the parent product.
4.8	Given a scenario, identify the methods that should be used to transfer the data.
4.9	Given a scenario about data persistence, identify the method that should be used.

Section 5: DEBUGGING (15%)

5.1	Identify the method to gather data from the browser developer tools.
5.2	Given an HTTP status code, identify the method that should be used to handle the error, or what is causing the error.
5.3	Given a scenario about a ZAT validation error, troubleshoot the problem.

Maintaining Your Credential

In order to maintain the Zendesk App Developer credential, Zendesk requires that you recertify on our master App Developer I exam biennially (every 2 years), to stay current with our product. Zendesk will communicate with you in advance of your credential expiration and remind you to register for your exam before your credential expires.

Sample Questions

This variety of questions will familiarize you with our exam content and question format. The correct answers to the sample questions are noted at the end of this section.

1. During installation of an app, the admin entered non-secure settings that are used by the app during runtime. What method within the ZAF Client is used to retrieve these settings?
 - A. `client.instance(...)`
 - B. `client.settings(...)`
 - C. `client.metadata(...)`
 - D. `client.get(...)`
2. What scenario requires a secure setting within a Zendesk app?
 - A. You are developing an app that uses ZAF `client.request` to authenticate requests to a 3rd party API
 - B. You are developing an app that does not need to authenticate requests to a 3rd party API
 - C. You are developing an app that does not use ZAF `client.request` to authenticate requests to a 3rd party API
 - D. You are developing an app that uses ZAF `client.request` to send unauthenticated requests to a 3rd party API
3. You want to find all tickets requested by users in the 'Acme Corp' organization that have not been assigned to an agent. What is the correct query string?
 - A. `?query=type:ticket organization:'Acme Corp' agent:none`
 - B. `?query=type:ticket user_organization:'Acme Corp': assignee: none`
 - C. `?query=type:ticket organization:'Acme Corp' assignee:none`
 - D. `?query=type:ticket user_organization:'Acme Corp' agent:none`
4. What JavaScript event fires when a button is pressed?
 - A. `activated`
 - B. `isTouched`
 - C. `click`
 - D. `onSelect`

5. What would cause a 401 response code?

- A. API rate-limit has been reached
- B. Improperly formatted request
- C. Conflicting simultaneous requests
- D. Invalid credentials for authentication

Sample Question Answers: 1) C 2) A 3) C 4) C 5) D

Support

Certification Web Page

Want more information? Check out our [certification web page](#) to get to know our program!

Frequently Asked Questions

We have created a [help article](#) that addresses more detailed information that may not be referenced in our Exam Guide.

Contact us

For questions, please reach out to us at certification@zendesk.com.