

# Zendesk Chat Specialist Certification Guide



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## Introduction

We're glad you're 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 Chat Specialist Exam. When you pass this exam, you will attain the Zendesk Chat Specialist credential.

## Candidate description

A Zendesk Chat Specialist possesses the knowledge and skills necessary to configure workflows, manage queue volume and serve chats effectively. The candidate has hands-on experience configuring chat settings, managing queues, analytics and agents — along with regularly serving chats in Chat Enterprise.

- At least 4-6 months of hands-on, in-product experience as a Zendesk Chat Admin
- At least 2-3 months experience with Zendesk Support
- Successfully completed Zendesk training or equivalent training

## Exam details

**Format:** 31 Multiple choice questions

**Time allotted:** 45 Minutes

**Passing score:** 64.5%

**Exam fee:** USD \$199

**Delivery Options:** Online in a proctored environment

**Prerequisites:** None

**Language:** English

### Other important info:

- Recommended training and resources listed below
- No reference materials are allowed during testing
- This guide is meant to give an overview of the exam and should not be the only means of preparation. A combination of our instructor-led training courses, self-paced e-learning, self-study on the Zendesk Help Center, and on-the-job experience will prepare candidates to take the exam.
- On occasion, there may be more than 31 questions on the exam. From time to time, we place a handful of unscored questions on the exam for statistical purposes. These questions will not impact your exam score.

## Recommended training and resources

The Zendesk Customer Education team offers a range of [training courses and resources](#) that will help prepare you 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:

- [Zendesk Chat for Admins, I](#)

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

- Study of Knowledge Base articles on exam topics:  
<https://support.zendesk.com/hc/en-us#knowledge-base>
- Participation in the Zendesk Support Community:  
<https://support.zendesk.com/hc/en-us/community/topics>
- Visit our [training website](#) for additional training resources

## Exam objectives

A Zendesk Chat Specialist possesses the knowledge and skills necessary to configure workflows, manage queue volume and serve chats effectively in Chat Enterprise. The exam objectives and topic level weighting are below for your reference. Use them to guide your study and to prepare for the exam.

	Exam Objectives
<b>Section 1: CHAT FUNDAMENTALS (19%)</b>	
1.1	Given a scenario, understand the different states of initiating and terminating a chat.
1.2	Given a scenario, identify the basics of understanding agents status' and chatting features.
<b>Section 2: ACCOUNT SET-UP (29%)</b>	
2.1	Identify where it makes sense to integrate Chat channels.
2.2	Given a scenario, describe how to work with agent management.
2.3	Given a scenario, understand roles and what you can do with them.
2.4	Given a scenario, identify ways to secure your Chat account.
2.5	Identify how and when to apply operating hours to your Chat.
2.6	Identify native and advanced widget customization options.
<b>Section 3: CHAT WORKFLOWS (29%)</b>	
3.1	Given a scenario, understand departments and when to use them.
3.2	Given a scenario, understand routing and its capabilities.
3.3	Given a scenario, identify trigger conditions, actions and trigger capabilities.
3.4	Identify productivity features and how to use them.

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3.5	Given a scenario, understand satisfaction ratings and what you can do with them.
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**Section 4: OPERATIONS MANAGEMENT (13%)**

4.1	Given a scenario, Identify reporting and analytic capabilities in Chat.
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4.2	Given a scenario, demonstrate how to use the dashboard to monitor chat activity.
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**Section 5: APIS (10%)**

5.1	Given a scenario, recognize Chat API options and when to use them.
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## Maintaining your credential

In order to maintain the Zendesk Chat Specialist credential, Zendesk requires that you recertify on our master exam annually, 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. An agent is in the middle of serving a chat when their shift comes to an end. In order to make sure the customer's issue gets resolved, the agent wants to transfer the chat. There is only one other agent knowledgeable enough to offer help. How can the agent transfer the chat?
  - A. In the Dashboard, select the agent > Transfer chat.
  - B. In the Visitor List find the agent > Transfer chat.
  - C. In the Chat window go to Actions > Invite Agent/Transfer to Agent.
  - D. In the Settings > Agents > Click Current chat > Invite Agent.
2. An admin wants to implement the omni-channel experience on their website. What channel does the admin use?
  - A. Chat Web SDK
  - B. Web Widget
  - C. Support SDK
  - D. Omni-channel API
3. Your chat team consists of experienced and new agents. You want a setup where agents with more experience will handle more chats compared to your new hires. What chat limit setting should be used?
  - A. Broadcast

- B. Account
- C. Assigned
- D. Agent

4. While monitoring the Real-time activity, an admin notes that several bad satisfaction ratings have come in over the past 30 minutes. How can the admin leverage tools on the Real-time Dashboard to get more information?

- A. Drillthrough bad CSATs to find ticket IDs.
- B. Filter dashboard by departments.
- C. Filter dashboard by agent name.
- D. Filter bad CSATs by agent name.

5. Your API calls are returning responses with errors, all with status codes in the 500s range. What do the errors indicate?

- A. Invalid request format.
- B. Chat is having internal issues.
- C. Scheduled maintenance.
- D. An unsuccessful HTTP request.

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

## 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](mailto:certification@zendesk.com).