

Zendesk Support Administrator 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 Support Administrator Exam. When you pass this exam, you will attain the Zendesk Support Administrator credential.

Candidate Description

A Zendesk Support Administrator possesses the knowledge and skills necessary to implement, configure, and manage an Enterprise account of Zendesk Support. They have hands-on experience completing day-to-day operational tasks needed to manage a Zendesk Enterprise instance. At a minimum, it's recommended that the candidate has:

- At least 3 months of consistent use as a Zendesk Support Administrator
- Successfully completed Zendesk training or equivalent training

Exam Details

Format: 78 Multiple choice questions

Time allotted: 105 Minutes

Passing score: 65%

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 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.
- No reference materials are allowed during testing
- On occasion, there may be more than 78 questions on the exam. Periodically, Zendesk will 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 Support for Admins, I](#)
- [Zendesk Support for Admins, II](#)

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

- Study [Zendesk Help articles](#) on exam topics
- Participate in the [Zendesk Support Community](#)
- Join the [Zendesk Support Admins LinkedIn Group](#)
- Attend a [Zendesk Training Live Event](#)
- Visit our [training website](#) for additional training resources

Exam Objectives

The Zendesk Support Administrator Exam validates the skills necessary to implement, configure, and manage an Enterprise account of Zendesk Support. 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	
Section 1: CONFIGURATION BASICS (16%)	
1.1	Identify the ticket channels Zendesk Support provides.
1.2	Identify how an email becomes a ticket.
1.3	Identify the benefits of configuring a support address.
1.4	Given a scenario, identify how to use schedules in Zendesk Support to meet business objectives.
1.5	Given a scenario where a ticket is archived, identify how to access the ticket.
1.6	Given a scenario based on view conditions, troubleshoot why the view is not working as expected.
1.7	Identify how to organize views.
Section 2: AUTOMATED BUSINESS RULES (22%)	
2.1	Given a scenario where a trigger or automation needs to be created, identify the condition(s) that should be used.
2.2	Given a scenario with multiple triggers, identify the correct order of the triggers.
2.3	Given a scenario where a trigger is not behaving as expected, identify what needs to be fixed.
2.4	Given a scenario where users are not receiving email notifications, identify how to troubleshoot the problem.
2.5	Given a scenario with the need to meet a Service Level Agreement (SLA), identify how it should be configured.
2.6	Given a scenario with specific business objectives, identify the automation that should be built to satisfy the objectives' requirements.
Section 3: USER EXPERIENCE (18%)	
3.1	Given a scenario about time zone localization discrepancies, troubleshoot the problem.
3.2	Given a scenario in which multiple languages need to be used, identify available options

	to localize end-user experiences.
3.3	Identify how to avoid agent collision and manage the order in which agents work tickets.
3.4	Identify benefits of sorting end-users into organizations.
3.5	Identify customization options for user profiles.
3.6	Identify how to add and manage end-users at scale.
3.7	Given a scenario, troubleshoot agent access to tickets.
3.8	Given a scenario, identify how to use groups to work tickets.
3.9	Given a scenario, identify how to restrict or grant agent access to tickets.
3.10	Given a scenario, identify the privileges that need to be granted to the agent role.
3.11	Given a scenario where ticket functionality is not as expected, identify the necessary ticket setting changes.
3.12	Given a scenario, identify how to allow end-users to view or edit ticket fields.

Section 4: TICKETING CONFIGURATION (22%)

4.1	Given a scenario about an internal note, identify who will be able to see the note.
4.2	Identify situations where merging tickets is appropriate.
4.3	Identify situations where leveraging the Problem and Incident ticket types are appropriate.
4.4	Given a scenario, identify the proper application of ticket status.
4.5	Given a scenario, use Ticket Events to troubleshoot a ticket.
4.6	Given a scenario, identify when required fields need to be filled in.
4.7	Given a scenario about tickets and tags, identify the relationship between the tickets and tags.
4.8	Given a scenario, identify how to configure ticket forms.
4.9	Given a scenario, identify how to create, organize, or apply a macro.
4.10	Given a scenario, identify when to use a placeholder.
4.11	Given a scenario, identify the tools that accomplish ticket routing.
4.12	Given a scenario, identify the type of custom ticket field that should be used.
4.13	Given a scenario, identify how to manage tickets in bulk.

Section 5: ADDITIONAL FEATURES (10%)

5.1	Identify when the Web Widget can be used.
5.2	Identify Zendesk Support specific elements of the email template that can be modified.
5.3	Identify branding options available in Zendesk Support.
5.4	Identify the areas where apps can appear within Zendesk Support.
5.5	Given a scenario, identify how customer satisfaction survey or satisfaction prediction can be customized to meet needs.
5.6	Given a scenario where an external contact needs to be notified, identify how this can be accomplished.
5.7	Given a scenario, identify how multibrand should be used.
5.8	Given a scenario, identify how to correctly use the sandbox.

Section 6: SECURITY AND DATA PERSISTENCE (12%)

6.1	Identify ways to restrict access to ticket submission.
6.2	Given a scenario, identify ways to modify authentication in Zendesk Support.
6.3	Given a scenario, troubleshoot the authentication issue in Zendesk Support.
6.4	Given a scenario where updating, merging, suspending, or deleting a user is needed, identify the consequences of the action.
6.5	Given a scenario where ticket properties need to be updated, identify the consequences of that change.
6.6	Given a scenario, troubleshoot how to handle suspended tickets.
6.7	Given a scenario where an administrator has deleted data from an account, identify the consequences.

Maintaining Your Credential

In order to maintain the Zendesk Support Administrator credential, Zendesk requires that you recertify on our master Support Administrator 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. Which two benefits result from the proper configuration of a Zendesk support address?
 - A. The support address can be used when configuring comment formatting.
 - B. The support address can be set up to determine an agent's group membership.
 - C. End users' emails are less likely to be marked as spam when using that support address.
 - D. The support address can be used as a condition when configuring Service Level Agreements.
 - E. The support address an end user uses when creating a new email ticket will be shown in the FROM field on reply emails.

2. Your company's Finance team wants to receive notifications for tickets from Organization 1, received at the billing and sales email addresses. To automate this process, you are going to build a trigger.

Which set of conditions should be used?

- A. Meet ALL of the following conditions:
Ticket: Is Created
Ticket: Organization Is Present
Ticket: Received at: sales@mycompany.com
Ticket: Received at: billing@mycompany.com
- B. Meet ALL of the following conditions:
Ticket: Is Updated
Ticket: Organization Is Organization 1
Ticket: Received at: sales@mycompany.com
Ticket: Received at: billing@mycompany.com
- C. Meet ALL of the following conditions:
Ticket: Is Updated
Ticket: Priority: Normal
Ticket: Organization Is Present
Meet ANY of the following conditions:
Ticket: Received at: sales@mycompany.com
Ticket: Received at: billing@mycompany.com
- D. Meet ALL of the following conditions:
Ticket: Is Created
Ticket: Organization Is Organization 1
Meet ANY of the following conditions:
Ticket: Received at: sales@mycompany.com
Ticket: Received at: billing@mycompany.com

3. You configured a trigger to route tickets received at the sales support address to the Sales group. Currently there is only one agent in the Sales group.

Which ticket status will the ticket show up in when an end user submits a new ticket to the sales support address?

- A. New
- B. Open
- C. On-hold
- D. Pending

4. You have decided to route all of an organization's tickets to your Tier 2 group upon ticket creation.

Which business rule should be used to set this up?

- A. Triggers
- B. Automations
- C. Email Targets
- D. Service Level Agreements

5. An agent is no longer with your company. You need to restrict the agent's access to your account and handle the agent's active tickets, so you delete the agent's profile.

What happens as a result?

- A. The agent's profile data and tickets are immediately archived.
- B. The agent's tickets that are less than closed will be left unassigned.
- C. The agent is suspended and their tickets are reassigned to the account owner.
- D. The agent's tickets are automatically reassigned to another agent in the same group.

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

Support

Certification Web Page

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

Frequently Asked Questions

We've 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.