Zscaler Digital Experience Administrator

60 questions | 90 minutes | Professional Level

Prerequisites | None. *ZDX Operationalization (EDU 310) Course & Lab are strongly recommended*

The Zscaler Digital Experience Administrator exam is the final step to earn the Zscaler Digital Experience Administrator (ZDXA) certification. This online proctored exam is recommended for candidates who have a minimum of one year of experience in the Zscaler platform, including hands-on experience with ZIA, ZPA and ZDX. The course and hands-on lab, Zscaler Digital Experience Operationalization (EDU 310), help candidates prepare for the exam and are recommended prerequisites.

The following topics are general guidelines for the content likely to be included on the exam; however, other related topics may also appear on any specific delivery of the exam. In order to better reflect the contents of the exam and for clarity purposes, the guidelines below may change at any time without notice.

Monitoring and Triaging Digital Experience 30%

- Explain the 0–100 scoring logic and how it is derived from the "lowest performing metric" among Web Probes and Cloud Paths.
- Interpret the Performance Dashboard and scores to determine incident scope (single user, site, region, or widespread) and guide triage/escalation.
- Understand how ZCC interacts with ZDX cloud.
- Use Application view to compare the performance of different applications.
- Analyze device health statistics.
- Understand the basics of copilot and its usage.
- Understand the value and benefits of common third- party integrations (i.e Call Quality Monitoring, ServiceNow).
- Analyze Last Mile or Intermediate ISP performance and identify Network Anomalies.
- Understand the significance of the ZDX API for gaining programmatic access to its features.

Operational Configuration and Optimization 30%

- Given a set of requirements, configure both Predefined Applications and Custom Applications and Managed Monitoring (Hosted Monitoring) and Real User Monitoring (RUM).
- Define and differentiate between Web Probes and Cloud Path Probes and Hosted Probes.
- Given a scenario, execute approved remediation/optimization scripts at scale and validate outcomes, including prerequisites, permissions, and safety considerations.
- Given a set of requirements monitoring Real time application performance from a user perspective using browser based performance metrics.

Troubleshooting and Root Cause Analysis 30%

- Analyze device, network, and application telemetry to find performance issues across those tiers.
- Analyze diagnostics sessions output to determine the root cause and implement remediation.
- Analyze network path information to find bottlenecks through the entire path.
- Use Zscaler AI to analyze data for accelerated time to resolution.
- Given predefined and customized reports, analyze organization performance.
- Share current state of UI Page and generate shareable URL.
- Leverage ZDX Dashboards for organization wide incidents across various categories.

Administration and Operational Governance 10%

- Assign role based access control (e.g., giving the Helpdesk "Service Desk" access vs. "Super Admin").
- Configure Alert Rules and define trigger notification types.
- Configure admin authentication settings for ZDX.