

Zscaler Digital Experience Administrator

60 questions | 90 minutes | Professional Level

Prerequisites | ZDX Operationalization (EDU 310) Course and Lab

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 required 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.

Zscaler Digital Experience Overview

20%

Introduction to Zscaler Digital Experience (ZDX)

Alerts & Rules

Applications

Deep Tracing

Device, Software and Process Inventory

Probes

Role-Based Administration

SaaS & UCaaS monitoring

ZDX Metrics

Monitoring with ZDX

20%

Alerts

Analytics

Data Explorer

Deep Tracing Session Results

Hosted Monitoring

ZDX Dashboard

ZDX Copilot

Configuring ZDX

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Configure Alerts

Configure Applications

Configure Deep Tracing

Configure Microsoft Teams Call Quality Monitoring

Configure Zoom Call Quality Monitoring

Configure Role-Based Administration

Configure a Web Probe

Configure a Cloud Path Probe

Configure Self-Service Settings

Create a View

Troubleshoot User Experience Issues with ZDX

25%

ZDX Workflow Overview- Reducing MTR and Escalations

Troubleshoot Global, Regional, or Office Issues

Troubleshoot WiFi Issues

Troubleshoot Zscaler Issues

Troubleshoot ISP or Internet Issues

Troubleshoot Desktop Issues

Troubleshoot DNS or VPN Issues

Troubleshoot Application Issues

Best Practices of Operationalization of ZDX

15%

Optimize Application Monitoring for Accurate Reporting

Optimize Probe Configurations for ZDX User Experience Monitoring

Administrator Access/Optimize ZDX Access levels

Optimize Alert Configuration in ZDX for Proactive Monitoring

Optimize ZDX Data Analysis