

Zendesk Support Admin Certification Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What is the main function of the Zendesk API?**
 - A. To restrict third-party app access**
 - B. To facilitate integration with other software platforms**
 - C. To generate monthly performance reviews**
 - D. To manage user credentials**

- 2. What is the main function of ticket forms in Zendesk Support?**
 - A. To enhance agent productivity**
 - B. To manage customer complaints**
 - C. To customize the ticket submission interface**
 - D. To assign tickets to specific agents**

- 3. What is the purpose of the Solve Automation in the Bump, Bump, Solve Workflow?**
 - A. To assign the ticket to a higher priority**
 - B. To notify the requester and automatically solve the ticket**
 - C. To escalate the ticket to a supervisor**
 - D. To remove all tags from the ticket**

- 4. Can Zendesk Support be integrated with other tools?**
 - A. No, it only functions as a standalone tool**
 - B. Yes, it can integrate with CRM systems and collaborative tools**
 - C. Yes, but only with other Zendesk products**
 - D. Yes, but only with social media platforms**

- 5. If both Self-Service Channels and Live Channels are enabled within the Web Widget, which is presented first?**
 - A. Live Channels are presented first**
 - B. Self-Service Channels are presented first**
 - C. Help Center is prioritized over Chat**
 - D. Chat is prioritized over Help Center**

- 6. What happens if ticket creation occurs outside the business hours?**
- A. The ticket is automatically closed**
 - B. A trigger can assign the ticket to another office**
 - C. No changes occur to ticket assignments**
 - D. The ticket gets escalated immediately**
- 7. What are child tickets used for in Zendesk?**
- A. For managing quick inquiries**
 - B. For tracking payment issues**
 - C. For managing complex issues involving multiple inquiries**
 - D. For archiving resolved tickets**
- 8. What type of field is most commonly used for one-time responses in tickets?**
- A. Text fields**
 - B. Numeric fields**
 - C. Multi-line text fields**
 - D. Feedback forms**
- 9. Which types of ticket fields are known to not automatically apply ticket tags when utilized?**
- A. Text or Numeric fields**
 - B. Dropdown fields**
 - C. Checkbox fields**
 - D. Date fields**
- 10. How is the average customer satisfaction score percentage calculated?**
- A. Total Positive Ratings / Total Ratings**
 - B. Total Ratings / Total Positive Ratings**
 - C. Total Negative Ratings / Total Ratings**
 - D. Average Feedback from Customers**

Answers

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1. B
2. C
3. B
4. B
5. B
6. B
7. C
8. A
9. A
10. A

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Explanations

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1. What is the main function of the Zendesk API?

- A. To restrict third-party app access
- B. To facilitate integration with other software platforms**
- C. To generate monthly performance reviews
- D. To manage user credentials

The primary function of the Zendesk API is to facilitate integration with other software platforms. By providing a set of defined protocols and tools, the API allows developers to connect Zendesk with various other applications and services, enhancing the functionality and versatility of customer support operations. This integration capability is crucial because it enables organizations to tailor their support processes, automate workflows, and pull and push data between systems seamlessly. For example, businesses can integrate their CRM systems, e-commerce platforms, or custom internal applications with Zendesk, creating a cohesive and efficient environment for managing customer interactions. The other options do not capture the core purpose of the Zendesk API. While restricting access or managing user credentials is important within security frameworks, these functions are not the primary purpose of the API. Similarly, generating monthly performance reviews is more of a reporting function that can be achieved through data aggregation rather than a direct feature provided by the API itself. Focus on integration illustrates the way businesses are empowered to enhance their customer support through customized solutions that meet their unique needs.

2. What is the main function of ticket forms in Zendesk Support?

- A. To enhance agent productivity
- B. To manage customer complaints
- C. To customize the ticket submission interface**
- D. To assign tickets to specific agents

The main function of ticket forms in Zendesk Support is to customize the ticket submission interface. This allows organizations to create tailored forms that gather specific information relevant to their workflows and the types of issues customers may present. By customizing ticket forms, businesses can streamline the submission process for users, ensuring that the right fields are available based on the context of the request. This leads to better-organized tickets and aids in ensuring that agents have all the information they need to address customer issues efficiently. While enhancing agent productivity can be an indirect benefit of having well-designed ticket forms, the primary aim is to provide a customized interface that meets the needs of both customers and support teams. Managing customer complaints is more of an outcome of effective ticket handling rather than a direct function of ticket forms. Similarly, assigning tickets to specific agents involves workflow management but is not a function of the ticket forms themselves. Therefore, the correct answer highlights the importance of customization in improving user experience and optimizing support processes.

3. What is the purpose of the Solve Automation in the Bump, Bump, Solve Workflow?

- A. To assign the ticket to a higher priority**
- B. To notify the requester and automatically solve the ticket**
- C. To escalate the ticket to a supervisor**
- D. To remove all tags from the ticket**

The purpose of the Solve Automation in the Bump, Bump, Solve Workflow is to streamline the ticket management process by facilitating timely resolutions. This automation primarily focuses on notifying the requester about the ticket's resolution and automatically solving the ticket. When the process is initiated, it ensures that customers are kept in the loop regarding the status of their inquiries and that the system efficiently updates the ticket status to "solved" without requiring manual intervention by agents. The other options do not reflect the primary function of the Solve Automation within this specific workflow. While escalating tickets or changing priorities may be part of other processes, the Bump, Bump, Solve Workflow is primarily concerned with timely resolution and effective communication with the requester. Removing tags might involve a different aspect of ticket management but is not relevant to the automation's main objective of solving tickets and informing customers.

4. Can Zendesk Support be integrated with other tools?

- A. No, it only functions as a standalone tool**
- B. Yes, it can integrate with CRM systems and collaborative tools**
- C. Yes, but only with other Zendesk products**
- D. Yes, but only with social media platforms**

Zendesk Support is designed to be a versatile tool that can easily integrate with a variety of other applications and systems, significantly enhancing its functionality. By integrating with CRM systems, collaborative tools, and other software, users can streamline their workflows, improve customer interactions, and gain richer insights into their service operations. This capability allows Zendesk Support to act effectively within a broader ecosystem, making it suitable for businesses that rely on multiple platforms to manage their customer relationships and support processes. Integration with a wide range of tools, including project management applications, analytics software, and communication platforms, fosters better teamwork and efficiency. The other options suggest limitations that do not align with the actual capabilities of Zendesk Support. This illustrates the importance of understanding the full integration potential of Zendesk as a comprehensive support solution.

5. If both Self-Service Channels and Live Channels are enabled within the Web Widget, which is presented first?

- A. Live Channels are presented first**
- B. Self-Service Channels are presented first**
- C. Help Center is prioritized over Chat**
- D. Chat is prioritized over Help Center**

When both Self-Service Channels and Live Channels are enabled in the Web Widget, Self-Service Channels take precedence and are presented to users first. This design choice promotes a self-service approach, allowing users to find answers and solutions through available resources before seeking live assistance. By guiding users to the Help Center, knowledge base articles, or FAQs initially, organizations can improve efficiency, reduce wait times for support agents, and enhance the overall user experience. The rationale is that many queries can be resolved through self-help options, which alleviate the demand for immediate live support. Presenting these channels first maximizes the likelihood of users finding the information they need without further assistance, making support operations more efficient. As a result, when a user interacts with the Web Widget, they will encounter these self-service options prior to being offered live chat support.

6. What happens if ticket creation occurs outside the business hours?

- A. The ticket is automatically closed**
- B. A trigger can assign the ticket to another office**
- C. No changes occur to ticket assignments**
- D. The ticket gets escalated immediately**

When ticket creation occurs outside of business hours, the functionality of Zendesk allows for automation that can handle ticket assignments appropriately. This includes the ability for triggers to act on new tickets based on predefined conditions. In this case, a trigger can assign the ticket to another office, which is particularly useful for businesses operating across multiple time zones or with different support teams. This automated assignation ensures that customer inquiries are appropriately routed to the right team or office even when the primary business hours are not in effect. It enhances efficiency and ensures that tickets are handled promptly, regardless of when they are submitted. Other choices present scenarios that do not accurately reflect Zendesk's operational mechanics in relation to ticket creation outside business hours. For instance, automatically closing a ticket would disrupt the customer support process; no changes to ticket assignments would mean potential delays in addressing customer issues; and immediate escalation can lead to unnecessary pressure on support staff when tickets can be assigned properly. Thus, the option regarding the trigger that assigns tickets minimizes the downtime in support responsiveness and optimizes the management of incoming tickets effectively.

7. What are child tickets used for in Zendesk?

- A. For managing quick inquiries
- B. For tracking payment issues
- C. For managing complex issues involving multiple inquiries**
- D. For archiving resolved tickets

Child tickets are specifically designed to manage complex issues that involve multiple inquiries or sub-issues that stem from a parent ticket. When a support request is multifaceted and requires several different tasks or inquiries to resolve, creating child tickets allows support agents to break down the issue into manageable pieces. This structure not only improves organization but also enables better tracking of individual components of the larger problem. For example, if a customer reports a problem that involves both a billing issue and a technical malfunction, a support agent can create a parent ticket for the overall issue and child tickets for each specific aspect. This helps ensure that nothing is overlooked and allows different agents to work simultaneously on the various parts of the issue. It is an effective way to streamline communications and ensure that all elements are addressed efficiently. The other options do not align with the function of child tickets in the Zendesk system. Managing quick inquiries, tracking payment issues, or archiving resolved tickets do not require the structured and hierarchical approach that child tickets provide for complex cases.

8. What type of field is most commonly used for one-time responses in tickets?

- A. Text fields**
- B. Numeric fields
- C. Multi-line text fields
- D. Feedback forms

The most commonly used field for one-time responses in tickets is the text field. This type of field allows users to enter quick, concise responses or information directly related to the ticket in a straightforward manner. Text fields are ideal for capturing single pieces of information, such as a brief answer to a question or a short comment from the user. In contrast, multi-line text fields are generally better suited for more detailed responses where longer text entries are required, which may not align with the nature of a one-time response. Numeric fields, as their name suggests, are specifically meant for numeric input and would not be applicable for textual responses. Feedback forms are typically used for collecting comprehensive customer opinions and experiences rather than immediate updates or answers on individual tickets. Thus, text fields provide the simplicity and efficiency needed for quick, one-off updates or communications within ticketing.

9. Which types of ticket fields are known to not automatically apply ticket tags when utilized?

A. Text or Numeric fields

B. Dropdown fields

C. Checkbox fields

D. Date fields

Text or numeric fields do not automatically generate ticket tags when utilized in Zendesk. This behavior is crucial for understanding how ticket categorization works within the platform. Ticket tags are typically associated with certain field types that are designed to standardize responses or categorize tickets based on predetermined options. Dropdown fields, checkboxes, and date fields are set up to allow for specific selections or responses, which can then be configured to automatically tag tickets based on those selections or actions. For example, a checkbox field may represent a specific issue type, and selecting it could trigger an associated tag to be added to the ticket. Similarly, dropdown fields can be tied to specific categories or tags, providing a systematic way to categorize tickets based on user input. In contrast, text and numeric fields allow for free-form input, meaning users can enter a wide range of information that is not tied to specific keywords or tags. Because the input is unpredictable, Zendesk does not automatically apply tags to these fields, thereby leaving it up to the users or admins to manage ticket categorization through manual tagging or by utilizing other ticket fields designed for tagging purposes.

10. How is the average customer satisfaction score percentage calculated?

A. Total Positive Ratings / Total Ratings

B. Total Ratings / Total Positive Ratings

C. Total Negative Ratings / Total Ratings

D. Average Feedback from Customers

The average customer satisfaction score percentage is calculated by dividing the total number of positive ratings by the total number of ratings. This formula provides a clear understanding of customer satisfaction as it reflects the proportion of positive feedback relative to all responses received. In practice, this score helps organizations assess the overall sentiment of their customers regarding products or services. A higher percentage indicates better customer satisfaction, while a lower percentage suggests there may be issues that need to be addressed. The other options do not accurately depict the calculation of the customer satisfaction score. For instance, calculating total ratings divided by total positive ratings would not give a meaningful percentage but rather a ratio that does not reflect satisfaction directly. Similarly, using total negative ratings in relation to the total ratings does not focus on the positive feedback needed for measuring satisfaction. Average feedback from customers, while potentially useful, does not provide a standardized metric for the score and lacks the quantitative aspect necessary for calculating a percentage.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://zendesksupportadmin.examzify.com>

We wish you the very best on your exam journey. You've got this!

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