

BECOME A GAINSIGHT CERTIFIED ADMINISTRATOR



(Level 3) NXT Administrator Certification Study Guide

*Are you managing your Gainsight instance, creating rules, automating functionality, building reports, and overseeing the overall maintenance of your Gainsight implementation? It's time to validate your knowledge and skills by becoming a **Certified Gainsight Administrator**!*

Why Get Certified?

- Join an elite Gainsight professional network and engage with the largest, most innovative customer success community in the world
- Demonstrate your skills are up to date with innovations across the Gainsight platform
- Achieve greater ROI from your Gainsight investment by maximizing use of key features & driving better outcomes
- Increase your professional opportunities with a recognized and respected certification
- Display the Gainsight certification logo on your LinkedIn profile; we'll post it on your Gainsight Community profile as well
- Get priority invitations to special events and pilot program opportunities including access to a certified admin-only private Community forum

Exam Format

Online proctored exam delivered through Kryterion.

- Content: Approximately 60 multiple-choice and multi-select questions
- Time allotted to complete the exam: 120 minutes
- Passing score: 70%

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- **Certificate Validity Period:** this certificate is valid for 2 years. To renew your certificate, you must meet our continuing education requirements described [here](#).

Registration fee is **USD \$300**, plus applicable taxes as required per local law, which includes one (1) free retake if required. If you need to reschedule your exam for any reason, please provide at least 72 hours notice to avoid additional fees.

Sample Question & Practice Exam

The exam is all multiple choice, and some questions are multi-select. Multi-select questions have more than one correct answer and you need to identify all of them, as with the example below.

Data can be loaded to a custom object in which of the following ways? Select all that apply.

- a. Manually by importing a 1MB or smaller CSV file
- b. Using Bulk API Connector to load a CSV
- c. Using Rules Engine to load from another object or S3
- d. Push data directly from a data warehouse to MDA
- e. Using a pre-built Connector such as Mixpanel, Survey Monkey, or Salesforce

Optionally, you may [register](#) for the Level 3 **Practice** exam which is free and unproctored, to familiarize yourself with the item format and the approximate level of difficulty of the real exam.

Topics Covered

The exam covers the following areas of Gainsight functionality, and here's the breakdown of the number of questions per topic area:

- Journey Orchestrator - 8
- Surveys - 5
- Scorecards - 6
- Data Management - 11
- User Management - 2
- Horizon Rules Engine - 10

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- Cockpit - 6
- Timeline/360 - 6
- Reports/Dashboards - 6

Taking a Proctored Exam

This exam is proctored to ensure test security and to confirm the test taker's identity. While there are [testing centers](#), most people take the exam online. If you've never taken an online proctored exam before, there are several things you should know.

- You must register for an exam date and time in advance. Although you may find an available time slot on the same day that you're registering, we strongly recommend that you give yourself at least 1 hour to complete your [biometric profile](#) and install [Respondus Secure Browser](#) software, before the exam time starts.
- As part of your biometric profile, you must take a photo of yourself with your computer. When you launch the exam, you will be asked to take another photo, and the two must match. Make sure you sit close to the camera with adequate lighting.
- Your keyboard is blocked from being used during the exam, and you cannot open other applications.
- You must sit in the camera's view at all times, and avoid reading/talking out loud.
- External monitors are not allowed; the exam will only display on your laptop screen.
- If you don't feel ready, you're welcome to reschedule and push out your exam without penalty as long as you provide 72 hours notice. You can reschedule through the [Webassessor](#) portal, or **access support chat** in the lower right corner of this [page](#).
- Other Webassessor resources:
 - [Online Testing Requirements: What You Need to Know](#)
 - [How to Launch an Online Proctored \(OLP\) Exam](#)

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Preparing for the Exam

We strongly recommend that you:

- Complete all of our free Admin for NXT web-based training courses on Gainsight University, located [here](#). Note: these are introductory courses and will not provide you with adequate training to pass the Level 3 exam.
- Accelerate your learning with our 6 [instructor-led hands-on courses](#).
- Complete the [Gainsight Level 3 Admin Exam Preparation and Review](#) web-based training courses on Gainsight University.
- Obtain at least **4 months** of hands-on Gainsight administration experience.
- Check out our certification [FAQs](#) for answers to frequently asked questions on certification (for all levels).

Listed below are the concepts covered on the exam, along with links to documentation on Gainsight Go that we recommend you review and understand.

Application	Concepts w/ article links
Data Management	Data Management Navigation
	MDA Object Structure
	Standard MDA Object Management
	Creating MDA Objects
	Loading Data to MDA Objects
	Managing MDA Objects
	Configuring Update Keys
	Creating MDA Joins (Lookups)

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	Creating Calculated Fields
	Understand Data Dependencies
	Understand S3 Connector
Rules Engine	Rules Engine Overview
	Define Dataset Tasks
	Develop Transformation Tasks and Features/Functions
	Develop Pivot Tasks
	Develop Merge Tasks
	Develop Union Tasks
	CTA Action Type
	Rules Engine Admin Guide
	Set Score Action Type
	Load to User
	Utilize Formula Builder
	Follow Rule Naming Conventions/Best Practices
	Understand Scheduling and Execution
	Rule Chain
Journey Orchestrator	Email Template Builder
	Advanced JO Program
	Add Participants to a Program

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	Define Action Outcomes and Evaluate
	Send Emails From Cockpit
	Operational Email Guidelines
Surveys	Surveys Overview
	Survey Design
	Utilize Skip logic function
	Understand Survey Flattening
	Understand Survey Permissions
	Understand Anonymous v Semi-anonymous uses
	Distribute Surveys
	Survey Best Practice
Scorecards	View and Update Scorecards
	Configure Scorecard Schemes
	Scorecard Mass Edit Report
	Measure Weights in Scorecards
	Exceptions in Scorecards
	Calculation of Measure Group Scores and Overall Score
C/R360	C/R360 Admin Guide
	Understand Summary Section

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	Understand Attribute Section
	Understand Multiple Layouts and Assignment
	Understand Report Section
	Configure 360 Layouts
Timeline	Understand Timeline Setup
	Understand Email to Timeline
	Understand Milestone Activities
Cockpit & Playbooks	Create/Close CTAs via Rules
	Configure Cockpit and CTAs (path)
	Configure Playbooks
	Using Mass Edit
	Administer Cockpit
Reports & Dashboards	Configure Basic Reports
	Configure Dashboards
	Understand Global Filters
	Understand Dashboard Permissions
User Management	Managing Users

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