

STUDY GUIDE

End User Continuing Education Exam



End User Continuing Education Exam

Has your Gainsight End User certification expired? If so, it's time to confirm your understanding of the newest Gainsight NXT functionality in order to extend your End User certification for one more year. You can easily validate your knowledge and skills by taking a short open-book non-proctored exam.

Moving forward, we will issue a short exam on new functionality once a year to ensure you're keeping up with the latest product releases and feature improvements.

Note: This study guide is intended to support Gainsight End User Certified Customer Success Professionals whose original certification has expired after 2 years. (If you've never passed the End User exam, please start [here](#).)

Exam Format

Online non-proctored exam delivered through Gainsight University.

- Content: Approximately 12 multiple-choice and multi-select questions
- Time allotted to complete the exam: 30 minutes
- Passing score: **75%**

Registration fee is **USD \$25**, plus applicable taxes as required per local law, which includes one (1) free retake if required.

Sample Question

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.

STUDY GUIDE

End User Continuing Education Exam



While preparing for an upcoming customer meeting, you want to ensure that all recent interactions and key updates are documented and easily accessible. Which of the following actions can you take within Gainsight to effectively prepare for the meeting?

(Select all that apply.)

- a. Review the Timeline to read through recent activity notes and meeting summaries.
- b. Check the Scorecard to assess the current health of the customer and any recent changes.
- c. Use the People section to update the contact information of attendees.
- d. Access the Usage section to analyse product adoption trends and identify any concerns.
- e. Navigate to the Relationships tab to view updates related to other customers you manage.

Topics Covered

The exam covers the following areas of Gainsight functionality, with the following number of questions per topic area:

- C360, R360 and P360 - 2
- Horizon Analytics - 2
- Timeline, Email to Timeline, Timeline Enhancements - 4
- GS Home Redesign - 1
- Slack Notification - 1
- AI Follow-up - 2

Taking a Non-Proctored Exam

This exam is non-proctored and can be taken at your convenience. Here are a few points to remember:

- You must register for the exam [here](#).
- If you don't pass the first time, we recommend reviewing the Study Guide contents before making a second attempt.

STUDY GUIDE

End User Continuing Education Exam



Preparing for the Exam

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

Application	Topics with article links
C360 Enhancements	C360 Enhancements
	C360 Enhancements
P360	P360 Enhancements
R360	AI in R360
Horizon Analytics	Horizon Analytics - Inline Editing
	Horizon Analytics - Adding Record
Email to Timeline	Enhanced Timeline Experience Outlook Plugins
Timeline Activity in P360	P360 Timeline Activity
Timeline AI Follow-up	Enhanced AI Follow-up
Timeline Reparenting	Update the Company or Relationship Context of an Activity

STUDY GUIDE

End User Continuing Education Exam



Timeline AI Follow-Up	AI Follow-Up
GS Home	Gainsight Home Redesign
Sally Notification in Slack	Sally Notifications in Slack
AI Follow-Up	Timeline AI Follow-Up

Questions?

If you have any questions, reach out to training@gainsight.com.

Tips:

- If you have accepted a Credly digital badge for your Gainsight End User certificate, you can check your profile on credly.com to see the expiration date.
- You don't have to wait for your certification to expire in order to take the exam. Similarly, you can still take the exam at any time after your certification expires.