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Updated on 10/06/2026

Sign Up

Zscaler Digital Experience (ZDX) Training

2 days (14 hours)

Overview

Zscaler Digital Experience helps you monitor the user's digital experience and analyze service disruptions. With Zscaler Client Connector, the ZDX Score, Web Probes, and CloudPath, learn how to analyze endpoint, network, and application performance to effectively guide your investigations.

Our Zscaler Digital Experience (ZDX) training will enable you to master the deployment, configuration, and operation of the solution independently, tailored for support, network, security, and operations teams.

You'll learn how to configure data collection, select monitored applications, target users, and interpret scores, metrics, and dashboards to identify relevant anomalies.

Upon completion of the training, you will be able to conduct a methodical diagnosis of slow performance and outages, determine whether the root cause lies with the endpoint, Wi-Fi, network, Internet, Zscaler, or an application, and then prepare a documented escalation.

This training also covers alerts, incident qualification, and recovery validation. Hands-on workshops based on simulated real-world incidents will enable you to turn observations into well-reasoned operational decisions.

Like all our training courses, this one will introduce you to **the latest stable version** of the technology and its new features.

Objectives

- Deploy the Zscaler Client Connector and verify data collection in a test ZDX environment
- Configure applications, Web Probes, and CloudPath probes according to the monitored populations being monitored
- Interpret the ZDX Score and correlate application, network, and endpoint metrics
- Configure dashboards and alerts to prioritize service disruptions
- Diagnose slowdowns and outages by identifying areas of responsibility
- Document evidence, organize escalation, and verify the restoration of the user experience

Target Audience

- IT Support Technician
- Network administrator
- Security engineer
- System administrator
- Operations Engineer

Prerequisites

- Knowledge of TCP/IP and DNS protocols, as well as HTTP and HTTPS traffic in an application context
- Understanding of how Wi-Fi networks work and key connectivity metrics
- Experience in user support or IT service operations
- Experience administering Windows or macOS workstations in a professional environment

Technical Prerequisites

- Windows 11 computer with installation privileges and a recent browser
- Stable internet connection capable of supporting Zscaler services
- Access to a ZDX lab environment provided or set up for the training
- Ability to use Zscaler Client Connector with ZDX

Our Zscaler Digital Experience (ZDX) Training Program

[Day 1 - Morning]

Deployment and Data Collection

- ZDX architecture, scope of monitoring, and the distinction between synthetic metrics and actual observed experience
- Standalone deployment and integration with Zscaler Internet Access and Zscaler Private Access when available

- Set up administrator access, network permissions, and compatibility based on the system and subscription
- Installation of the Zscaler Client Connector, service activation, and verification of users and reporting endpoints
- Verify data collection, missing data, and the scope of monitoring before rolling out to all users
- Hands-on workshop: Deploy a pilot workstation, verify its reporting in ZDX, and resolve a simulated data collection issue caused by an incorrect configuration.

[Day 1 - Afternoon]

Applications, probes, and experience metrics

- Organizing predefined and custom applications into collections tailored to business needs
- Configuring Web Probes, targeting criteria, and frequency based on the subscription
- Mapping CloudPath probes to applications and selecting the measurement protocol based on the context
- Reading metrics for availability, DNS resolution, server response, and page recovery
- Interpreting the ZDX Score, performance benchmarks, and the effects of filters and analysis periods
- Hands-on workshop: Configure monitoring for a test application, then analyze simulated DNS slowness
  and simulated application unavailability by comparing scores and metrics.

[Day 2 - Morning]

Diagnosing the Endpoint and Network Path

- Qualifying an incident by user, endpoint, application, location, and timeline of symptoms
- Analysis of endpoint metrics, CPU load, memory usage, and available events available
- Investigation of Wi-Fi and the local network based on connection metrics and cross-device comparisons
- Reading CloudPath, latency, and packet loss on local network segments, ISP , Zscaler, and application
- Correlating evidence, understanding probe limitations, and using Diagnostics when permissions and the subscription allow
- Hands-on workshop: Diagnosing simulated slowdowns caused by endpoint congestion, Wi-Fi degradation, and losses on the Internet service provider’s network, then justify each conclusion.

[Day 2 - Afternoon]

Proactive Monitoring and Incident Resolution

- Using performance, application, and endpoint dashboards with filters by user group and time period
- Configuring alerts, trigger criteria, thresholds, scopes, and notifications
- Reducing monitoring noise and prioritizing based on the number of affected users and business criticality
- Distinguishing between Zscaler access issues, Zscaler service degradation, and by comparing observations
- Creating an escalation report, providing remediation recommendations, and validating the return to normal operations
- Hands-on workshop: Handling simulated incidents along the Zscaler path and within the application, configure relevant alerts, and document evidence, escalation, and recovery checks.

Target Audience

This training is intended for both individuals and companies—large or small—seeking to train their teams on new, advanced IT technology or to acquire specific industry knowledge or modern methodologies.

Pre-training Assessment

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency level across various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth operation of the training session.

Teaching Methods

Hands-On Training: 60% Practical, 40% Theoretical. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the instructor—supported by examples and reflection sessions—and group work.

Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

Certification

A certificate will be issued to each trainee who has completed the entire training program.

Training organization registered under number 11 75 54743 75. This registration does not constitute state accreditation.
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