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The ACP-120 Exam covers a wide range of topics related to Jira Cloud administration, including project setup, user management, system configuration, and workflow customization. To pass the exam, candidates must demonstrate their ability to configure and manage Jira Cloud instances, troubleshoot issues, and optimize workflows to meet business requirements.

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# ATLASSIAN Jira Cloud Administrator Sample Questions (Q19-Q24):

# **NEW QUESTION #19**

Some of your project owners would like to make their projects publicly accessible over the Internet. These projects will not require login.

You could support this by allowing read-only anonymous access to the projects.

Which two additional factors should you take into consideration when setting this up? (Choose two.)

- A. Anonymous users could find a full list of all your projects.
- B. Internet search engines could index data.
- C. Anonymous users could export all issues from Jira.
- D. Spam bots could add comments.
- E. Anonymous users could see other users' names.
- F. Licensed users might accidentally comment anonymously rather than logging in first.

Answer: B,C

# **NEW QUESTION # 20**

Which statement is correct regarding Jira Cloud import and export features?

- A. Project admins can create site backups.
- B. Project admins can import their own projects.
- C. Org admins can restore overwritten backups.
- D. Jira admins can create backup files.
- E. Jira admins can import backup files.

#### Answer: D

#### Explanation:

Jira Cloud's import and export features allow administrators to back up, restore, or migrate data. The correct statement is that Jira admins can create backup files(Option A), as this is a supported function for Jira administrators.

- \* Explanation of the Correct Answer (Option A):
- \* Jira administrators have the ability to create backup files for a Jira Cloud site, which include issues, configurations, users, and media (e.g., attachments). These backups can be used for restoration or migration purposes.
- \* Exact Extract from Documentation:

Create a backup for Jira Cloud

Jira administrators can create backup files that include issues, configurations, users, and media.

To create a backup:

- \* Go to Settings > System > Backup manager.
- \* SelectCreate backup for cloud.
- \* Download the backup file when ready. Note: Requires Jira administrator permissions.

Backup files can be used for restoration or migration. (Source: Atlassian Support Documentation, "Back up Jira Cloud data")

- \* Why This Fits: The ability to create backup files is explicitly granted to Jira admins, making Option A the correct statement.
- \* Why Other Options Are Incorrect:
- \* Org admins can restore overwritten backups (Option B):
- \* Organization admins manage Atlassian organization settings (e.g., billing, user access) but do not have direct access to Jira-specific backup restoration. Restoring backups, including overwritten ones, is handled by Jira administrators or support requests to Atlassian. Overwritten backups cannot typically be restored without Atlassian intervention.
- \* Extract from Documentation:

Organization admins manage organization-level settings. Restoring backups, including overwritten ones, requires Jira administrator permissions or Atlassian support.

(Source: Atlassian Support Documentation, "Manage your Atlassian organization")

- \* Project admins can import their own projects (Option C):
- \* Project admins can manage project settings (e.g., permissions, issue types) but do not have permissions to import projects or data, as this is a system-level action reserved for Jira administrators.
- \* Extract from Documentation:

Importing projects or data requires Jira administrator permissions. Project admins cannot perform imports.

(Source: Atlassian Support Documentation, "Import data to Jira Cloud")

- \* Project admins can create site backups (Option D):
- \* Creating site backups is a system-level action restricted to Jira administrators. Project admins lack the permissions to create backups for the entire site or their projects.
- \* Extract from Documentation:

Only Jira administrators can create site backups inSettings > System > Backup manager. Project admins do not have this capability. (Source: Atlassian Support Documentation, "Back up Jira Cloud data")

- \* Jira admins can import backup files (Option E):
- \* While Jira admins can initiate the import process for backup files, the actual import of full site backups typically requires Atlassian supportor is performed through specific tools (e.

g.,Import Jira Cloudfeature). Partial imports (e.g., CSV, Trello) are supported, but full backup imports are not a standard Jira admin action without additional steps. This makes the statement less definitively correct compared to Option A.

\* Extract from Documentation:

Importing full site backups often requires Atlassian support. Jira admins can import partial data (e.g., CSV, JSON) but not full backups directly.

(Source: Atlassian Support Documentation, "Restore your Jira Cloud site from a backup")

- \* Additional Notes:
- \* Creating a backup is a straightforward action for Jira admins inSettings > System > Backup manager.
- \* The backup process requires Jira administrator privileges, not project admin or organization admin roles.
- \* Full backup imports or restoration of overwritten backups typically involve Atlassian support, limiting the scope of Jira admin actions.

Atlassian Support Documentation: Back up Jira Cloud data

Atlassian Support Documentation:Restore your Jira Cloud site from a backup Atlassian Support Documentation:Import data to Jira

## **NEW QUESTION #21**

In project ENG, components are configured as shown:

| Component  | Component Lead | Default Assignee |
|------------|----------------|------------------|
| Activation | User 1         | Component lead   |
| Bin        | User 2 25801   | Project default  |
| Cart       | Obser 3        | Project lead     |
| Database   | User 4         | Unassigned       |

The Default Assignee for ENG is the Project Lead. You select all four components on a new issue and leave Assignee as Automatic. To whom will the issue be assigned?

- A. User 3
- B. Unassigned
- C. User 4
- D. User 2
- E. Project Lead
- F. User 1

#### Answer: E

# Explanation:

In Jira Software Cloud, the Assignee field for a new issue can be set to Automatic, in which case Jira determines the assignee based on the project's Default Assignee setting and any component-specific Default Assignee settings. The issue in the ENG project has all four components selected (Activation, Bin, Cart, Database), and the Assignee is left as Automatic. The issue will be assigned to the Project Lead (Option E) due to the rules for handling multiple components with conflicting default assignees.

- \* Explanation of the Correct Answer (Option E):
- \* Project Default Assignee: The project ENG has itsDefault Assigneeset to the Project Lead, meaning that if no component-specific assignee is determined, the issue will be assigned to the Project Lead.
- \* Component Default Assignees:
- \* Activation: Default Assignee is Component lead (User 1).
- \* Bin: Default Assignee isProject default(Project Lead).
- \* Cart: Default Assignee isComponent lead(User 3).
- \* Database: Default Assignee is Unassigned.
- \* Automatic Assignment Logic with Multiple Components: When an issue has multiple components selected, Jira evaluates the Default Assignee for each component:
- \* If all components have the same default assignee, that user is assigned.
- \* If components have different default assignees (or some are unassigned), Jira falls back to the project's Default Assignee (Project Lead in this case).
- \* In this scenario:
- \* Activationassigns to User 1.
- \* Binassigns to the Project Lead (via project default).
- \* Cartassigns to User 3.
- \* Databaseassigns to Unassigned.
- \* Since the components have conflicting default assignees (User 1, Project Lead, User 3, Unassigned), Jira cannot resolve to a single assignee and uses the project's Default Assignee, which is the Project Lead.
- \* Exact Extract from Documentation:

Configure default assignees

The Default Assignee for a project or component determines who is assigned to new issues when the Assignee field is set to Automatic. Multiple components:

- \* If an issue has multiple components with different default assignees, Jira assigns the issue to the project's Default Assignee. To configure:
- \* Go to Project settings > Components to set component default assignees.
- \* Go toProject settings > Detailsto set the project's Default Assignee. Note: The project's Default Assignee used when component assignees conflict. (Source: Atlassian Support Documentation, "Manage project settings in Jira Cloud")
- \* Why This Fits: With conflicting default assignees across the four components, Jira assigns the issue to the project's Default Assignee, which is the Project Lead, making Option E the correct answer.
- \* Why Other Options Are Incorrect:
- \* User 1 (Option A):
- \* User 1 is the default assignee for the Activation component (as the Component lead).

However, with multiple components selected and different assignees (User 1, Project Lead, User 3, Unassigned), Jira falls back to the project's Default Assignee (Project Lead), not User 1.

\* Extract from Documentation:

If multiple components have different default assignees, the project's Default Assignees used, not a component-specific assignee. (Source: Atlassian Support Documentation, "Manage project settings in Jira Cloud")

- \* User 2 (Option B):
- \* User 2 is the Component lead for Bin, but the default assignee for Binis set to Project default (Project Lead), not the Component lead. Even if it were User 2, the conflicting assignees across components would result in the Project Lead being assigned.
- \* Extract from Documentation:

The Project default setting for a component assigns issues to the project's Default Assignee, not the Component lead.

(Source: Atlassian Support Documentation, "Manage components in Jira Cloud")

- \* User 3 (Option C):
- \* User 3 is the default assignee for the Cartcomponent (as the Component lead). However, the conflicting assignees across components (User 1, Project Lead, User 3, Unassigned) result in the Project Lead being assigned, not User 3.
- \* Extract from Documentation:

Conflicting component assignees result in the project's Default Assigneebeing used.

(Source: Atlassian Support Documentation, "Manage project settings in Jira Cloud")

- \* User 4 (Option D):
- \* User 4 is the Component lead for Database, but the default assignee for Database is Unassigned, not User 4. Even if it were User 4, the conflicting assignees would result in the Project Lead being assigned.
- \* Extract from Documentation:

The Unassigned default assignee for a component does not override the project's Default Assignee in conflicts.

(Source: Atlassian Support Documentation, "Manage components in Jira Cloud")

- \* Unassigned (Option F):
- \* While the Database component has a default assignee of Unassigned, the presence of other components with different assignees (User 1, Project Lead, User 3) creates a conflict, and Jira assigns the issue to the Project Lead, not Unassigned.
- \* Extract from Documentation:

Unassignedas a default assignee is overridden by the project's Default Assignee in cases of conflict.

(Source: Atlassian Support Documentation, "Manage project settings in Jira Cloud")

- \* Additional Notes:
- \* The Default Assignee for the project is set in Project settings > Details, and component-specific default assignees are set in Project settings > Components.
- \* The user creating the issue must have the Assign Issuespermission, and the Project Lead must have the Assignable Userpermission to be assigned.
- \* If only one component were selected (e.g., Activation), the issue would be assigned to User 1, but selecting all four components triggers the conflict resolution to the Project Lead.

Atlassian Support Documentation: Manage project settings in Jira Cloud

Atlassian Support Documentation: Manage components in Jira Cloud

Atlassian Support Documentation: Manage permissions in Jira Cloud

## **NEW QUESTION #22**

Francis needs to manage product subscriptions and billing on his Jira site. What administrator privileges does Francis definitely need?

- A. Product admin role for Jira Software
- B. Organization admin role

:

- C. Administer Jira global permission
- D. Product admin role for Jira Administration

#### Answer: B

## Explanation:

Managing product subscriptions and billing for a Jira site is a task handled at the Atlassian organization level, not within the Jira product itself. Theorganization admin role required to perform these actions, as it grants access to billing and subscription management.

- \* Explanation of the Correct Answer (Option A):
- \* Theorganization admin roleallows users to manage the Atlassian organization, including product subscriptions, billing, and user access across all products (e.g., Jira Software, Confluence). Francis needs this role to manage subscriptions and billing for the Jira site.
- \* Exact Extract from Documentation:

Organization admin role

Organization administrators manage the Atlassian organization, including:

- \* Managing product subscriptions and billing.
- \* Adding or removing users from the organization.
- \* Configuring organization-wide settings like security policies. To manage billing:
- \* Go toadmin.atlassian.com.
- \* SelectBillingto view and update subscription details.Note: Only organization admins can manage subscriptions and billing. Product admins or Jira admins cannot access these settings.(Source: Atlassian Support Documentation, "Manage your Atlassian organization")
- \* Why This Fits: Theorganization admin role is the only role that grants access to billing and subscription management, making Option A the correct choice.
- \* Why Other Options Are Incorrect:
- \* Product admin role for Jira Software (Option B):
- \* The product admin role for Jira Software allows users to manage user access and settings specific to Jira Software (e.g., adding users to the product). It does not include access to billing or subscription management, which is handled at the organization level.
- \* Extract from Documentation:

Product admins for Jira Software manage user access and product-specific settings but cannot manage subscriptions or billing. (Source: Atlassian Support Documentation, "Manage product access")

- \* Administer Jira global permission (Option C):
- \* The Administer Jiraglobal permission (Jira administrator role) allows users to manage Jira-specific settings, such as schemes, workflows, and user groups. It does not grant access to organization-level billing or subscription management.
- \* Extract from Documentation:

The Administer Jirapermission allows managing Jira settings, such as schemes and permissions, but does not include billing or subscription management, which is handled by organization admins.

(Source: Atlassian Support Documentation, "Manage global permissions")

- \* Product admin role for Jira Administration (Option D):
- \* There is no distinct product admin role for Jira Administration in Jira Cloud. The term may be confused with the Jira administratorrole or product admin role for Jira Software, neither of which grants billing access.
- \* Extract from Documentation:

Jira Cloud uses roles like Jira administrator and product admin for Jira Software. Billing and subscriptions are managed by organization admins, not product-specific roles.

(Source: Atlassian Support Documentation, "Manage your Atlassian organization")

- \* Additional Notes:
- \* Francis must accessadmin.atlassian.comto manage subscriptions and billing, which requires the organization admin role.
- \* Other roles (e.g., Jira administrator) may be involved in configuring Jira settings but are irrelevant for billing tasks.

Atlassian Support Documentation: Manage your Atlassian organization

Atlassian Support Documentation: Manage product access

Atlassian Support Documentation: Manage global permissions

# **NEW QUESTION #23**

Gary is no longer receiving notifications when his colleagues modify issues that he is watching. You already verified that watchers should be notified. Which personal setting did Gary update?

- A. Notifications for relevant issues
- B. Email notifications format

- C. You make changes to the issue
- D. Watch your issues

#### Answer: A

## Explanation:

The scenario indicates that Gary is no longer receiving notifications for issues he is watching, despite the notification scheme being correctly configured to notify watchers. This suggests that Gary has modified a personal setting that controls whether he receives notifications for watched issues. Based on Jira Software Cloud documentation, the relevant personal setting is "Notifications for relevant issues" (Option D).

Explanation of the Correct Answer (Option D):

In Jira Cloud, users can control their notification preferences through their personal settings in the user profile. The setting "Notifications for relevant issues" determines whether a user receives email notifications for events they are associated with, such as being a watcher of an issue.

If Gary disabled this setting (i.e., turned off notifications for relevant issues), he would stop receiving notifications for issues he is watching, even if the project's notification scheme is configured to notify watchers.

Exact Extract from Documentation:

Manage your Jira notification emails

You can choose whether you want to receive email notifications about activity in your Jira products. For example, you can choose to receive emails when you're added as a watcher to an issue, or when an issue you're working on is updated.

To manage your notification preferences:

From your Jira site, select your profile picture in the top right and select Personal settings.

Under Email notifications, select whether you'd like to receive notifications for relevant issue activity.

On: Receive emails for issue activity you're associated with, like when you're a watcher, assignee, or reporter.

Off. Don't receive emails for issue activity, even if you're associated with the issue.

Note: This setting doesn't affect emails about your account, like password resets. To manage those, update your Atlassian account preferences.

(Source: Atlassian Support Documentation, "Manage your Jira notification emails") Why This Fits: The documentation explicitly states that turning off the "Notifications for relevant issues" setting prevents a user from receiving emails for issue activity they are associated with, including as a watcher. Since Gary is no longer receiving notifications for watched issues, this is the most likely setting he updated.

Why Other Options Are Incorrect:

Watch your issues (Option A):

This option refers to a setting that automatically adds a user as a watcher to issues they create or are assigned to. However, the question states that Gary is already watching the issues (since he was receiving notifications previously), so this setting is not relevant. Disabling this setting would only prevent Gary from being automatically added as a watcher to new issues, not stop notifications for issues he is already watching.

Extract from Documentation:

Watching issues

You can watch an issue to receive email notifications whenever it's updated. By default, you may automatically watch issues you create or are assigned to, depending on your notification settings.

To change your auto-watch settings:

Select your profile picture and then select Settings.

Under Jira settings, select whether to automatically watch issues you create or are assigned to.

(Source: Atlassian Support Documentation, "Watch issues and manage your watchlist") You make changes to the issue (Option B): This option is not a standard personal setting in Jira Cloud. There is no user-level setting that specifically toggles notifications based on whether the user themselves makes changes to an issue. Notifications are controlled by the notification scheme and the user's email notification preferences, not by a setting tied to the user's own changes.

Email notifications format (Option C):

This setting allows users to choose the format of email notifications (e.g., HTML or text). Changing this setting affects how notifications are displayed, not whether they are sent. Therefore, it would not cause Gary to stop receiving notifications entirely. Extract from Documentation:

Email format

You can choose whether notifications are sent in HTML or text format. This is managed in your Atlassian account settings, under email preferences.

(Source: Atlassian Support Documentation, "Manage your Atlassian account") Additional Notes:

The question specifies that the notification scheme is correctly configured to notify watchers, so the issue lies with Gary's personal settings, not the project or system configuration.

The "Notifications for relevant issues" setting is a global toggle that affects all notifications for issue activity a user is associated with, making it the most direct cause of Gary's issue.

References:

Atlassian Support Documentation: Manage your Jira notification emails

Atlassian Support Documentation: Watch issues and manage your watchlist Atlassian Support Documentation: Manage your Atlassian account

# **NEW QUESTION #24**

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