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ATLASSIAN Jira Cloud Administrator Sample Questions (Q28-Q33):

NEW QUESTION # 28
George is the project lead of several projects. Now, he needs to create projects but should not have Jira administrator privileges. What does George need?

- A. Product role
- B. Project role
- C. Project permission
- D. Global permission
- E. Product access

Answer: D

NEW QUESTION # 29

You created a new "Create a new issue or add a comment to an existing issue" mail handler. What two fields have specific settings in the handler? (Choose two.)

- A. Priority
- B. Custom Field
- C. Reporter
- D. Watchers
- E. Epic Link

Answer: A,C

Explanation:
The question pertains to configuring a"Create a new issue or add a comment to an existing issue" mail handlerin Jira Software Cloud. Mail handlers process incoming emails to create issues or add comments, and certain fields can be specifically configured to control how the handler behaves. According to Jira Cloud documentation, the two fields with specific settings in this type of mail handler areReporterandPriority.
* Explanation of the Correct Answers:
* Reporter (Option C):
* TheReporterfield specifies the user who is set as the reporter of the issue created by the mail handler. In the mail handler configuration, you can define whether the reporter is set to a default user, derived from the email's "From" address (if the email address matches a Jira user), or another specified user.
* Exact Extract from Documentation:
Configuring an email handler
When setting up a mail handler like "Create a new issue or add a comment to an existing issue," you can configure the following settings:
* Reporter: Specify the user who will be set as the reporter for new issues. Options include:
* The user associated with the email's "From" address (if they have a Jira account).
* A default user (e.g., a project lead or a specific user account).
* If no valid user is found, the handler can be configured to reject the email or use a fallback user.This setting ensures that the issue is attributed to the correct user as the reporter.(Source: Atlassian Support Documentation, "Configure email handlers in Jira Cloud")
* Why This Fits: The Reporter field is a critical setting in the mail handler, as it determines who is recorded as creating the issue, which affects permissions, notifications, and reporting.
* Priority (Option D):
* ThePriorityfield allows you to set a default priority for issues created by the mail handler if the email does not explicitly specify a priority. This ensures that new issues have a consistent priority unless overridden by the email content.
* Exact Extract from Documentation:
Field settings for mail handlers
For the "Create a new issue or add a comment to an existing issue" handler, you can specify default values for certain fields, including:
* Priority: Set a default priority for new issues (e.g., Medium, High). If the email contains a specific priority value (e.g., via a keyword or mapping), it can override the default.These settings allow you to control the behavior of issue creation and ensure consistency in field values.(Source: Atlassian Support Documentation, "Configure email handlers in Jira Cloud")
* Why This Fits: The Priority field is explicitly configurable in the mail handler to ensure that new issues are assigned an appropriate priority, making it one of the two fields with specific settings.
* Why Other Options Are Incorrect:
* Epic Link (Option A):
* TheEpic Linkfield is not specifically configurable in the mail handler settings. While you can map email content to fields like Epic Link using advanced configurations (e.g., regex or scripting in Automation), it is not a standard field with specific settings in the mail handler configuration interface.
* Extract from Documentation:
Mail handlers allow mapping of email content to standard fields like Summary, Description, or Priority.
Advanced field mappings, such as Epic Link, require custom automation rules or third-party apps.
(Source: Atlassian Support Documentation, "Automate email processing with Jira Automation")
* Custom Field (Option B):
* While custom fields can sometimes be populated via email content (e.g., through regex or automation), the mail handler's standard configuration does not provide specific settings for custom fields. The handler focuses on system fields like Reporter and Priority.
* Extract from Documentation:
Custom fields are not directly supported in the default mail handler settings. To populate custom fields, you may need to use Jira Automation or a third-party mail handler app.
(Source: Atlassian Support Documentation, "Configure email handlers in Jira Cloud")

* Watchers (Option E):
* TheWatchersfield is not a configurable setting in the mail handler. You cannot specify default watchers or automatically add watchers based on email content in the standard mail handler configuration. Watchers are typically managed manually or via automation rules.
* Extract from Documentation:
Watchers are not a configurable field in mail handlers. To add watchers automatically, use JiraAutomation or a workflow post function.
(Source: Atlassian Support Documentation, "Configure notifications and watchers")
* Additional Notes:
* The"Create a new issue or add a comment to an existing issue" mail handleris one of several mail handler types in Jira Cloud. Its configuration focuses on ensuring that issues are created with the correct metadata (e.g., Reporter, Priority) and that comments are added to existing issues based on issue keys in the email subject.
* Configuring the Reporter and Priority fields ensures that issues created via email align with project workflows and notification schemes.
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Atlassian Support Documentation:Configure email handlers in Jira Cloud
Atlassian Support Documentation:Automate email processing with Jira Automation Atlassian Support Documentation:Configure notifications and watchers

NEW QUESTION # 30

A team complains that many of their issues are in the Closed status, but do not have a resolution set, which causes problems with reporting. The project uses a single workflow.
You want to set the resolution to Done on all existing issues in the Closed status.
Which combination of workflow elements and a bulk operation will achieve this?

- A. - A temporary transition and a trigger
  - An Edit Issues bulk operation
- B. - A screen and a custom field
  - An Edit Issues bulk operation
- C. - A screen and the Resolution field
  - A Move Issues bulk operation
- D. - A temporary transition and a screen
  - An Edit Issues bulk operation
- E. - A temporary transition and a post function
  - A Transition Issues bulk operation

Answer: A

NEW QUESTION # 31

You are using a bulk operation to move a few stories from a company-managed project to a team-managed project. What will happen to the stories?

- A. Their comments will remain the same.
- B. Their issue history will be lost.
- C. Their issue links will be lost.
- D. Their keys will remain the same.

Answer: A

Explanation:
When moving stories from a company-managed project to a team-managed project using a bulk operation, certain issue attributes are preserved, while others may change or be lost due to differences in project configurations. The definite outcome is thattheir comments will remain the same(Option A), as comments are retained during issue moves.
* Explanation of the Correct Answer (Option A):
* Commentsare part of an issue's data and are preserved when moving issues between projects, whether from a company-managed to a team-managed project or vice versa. The bulk move operation retains all comments attached to the stories, ensuring they remain visible in the target team-managed project.
* Exact Extract from Documentation:
Move issues in Jira Cloud

When moving issues between projects:

* Comments: All comments are retained, including their content, author, and timestamps.To move issues:

* Select issues and chooseBulk change>Move issues.

* Choose the target project and issue type.

* Map fields and statuses as needed.Note: Comments are preserved regardless of the source or target project type (company-managed or team-managed).(Source: Atlassian Support Documentation, "Move issues in Jira Cloud")

* Why This Fits: The bulk move operation ensures that comments are transferred with the stories, makingtheir comments will remain the samea definite outcome.

* Why Other Options Are Incorrect:

* Their keys will remain the same (Option B):

* Issuekeys(e.g., PROJ-123) are project-specific, consisting of the project key and an issue number. When moving issues to a different project (from a company-managed to a team- managed project), the issues are assigned new keys based on the target project's key (e.g., NEWPROJ-456). The original keys do not remain the same.

* Extract from Documentation:

When moving issues to a different project, the issue keys change to reflect the target project's key. The original key is preserved in the issue history as a reference.

(Source: Atlassian Support Documentation, "Move issues in Jira Cloud")

* Their issue links will be lost (Option C):

* Issue links(e.g., "blocks," "is related to") are generally preserved during a move, provided the linked issues remain accessible in the target project and the link types are supported.

While there could be rare cases where links to restricted issues are affected, it is not a definite outcome that links will be lost.

* Extract from Documentation:

Issue links are retained during a move unless the linked issues are inaccessible in the target project due to permissions or restrictions.

(Source: Atlassian Support Documentation, "Move issues in Jira Cloud")

* Their issue history will be lost (Option D):

* Theissue history(e.g., status changes, field updates) is preserved during a move. The history is transferred to the target project, maintaining a record of all changes, including those from the source project.

* Extract from Documentation:

The issue history, including all changes and updates, is retained when moving issues between projects.

(Source: Atlassian Support Documentation, "Move issues in Jira Cloud")

* Additional Notes:

* Steps for the bulk move:

* Run a filter to select the stories inIssues > Search for issues.

* ChooseBulk change > Move issues.

* Select the team-managed project and map statuses or fields as needed.

* The operation requires theMove Issuespermission in the source project andCreate Issues permission in the target project.

* Other attributes (e.g.,status,custom fields) may need mapping due to differences between company-managed and team-managed projects, but comments are always preserved.

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Atlassian Support Documentation:Move issues in Jira Cloud

NEW QUESTION # 32

Your organization uses Jira Software and Confluence. Dave is a new employee who needs the following privileges

* Approve access requests

* Manage group memberships

* Update billing details

You need to give him enough but not too many privileges How should you configure Dave's user account? (Choose one)

- A. As a member of the administrators group
- B. As a member of the jira-administrators and confluence-administrators group
- C. As an organization administrator
- D. As a trusted user
- E. As a site administrator

Answer: C

NEW QUESTION # 33

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