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ATlassian ACP-120 Jira Cloud Administrator exam is a certification exam designed for IT professionals who want to showcase their expertise in managing and administering Jira Cloud. Jira Cloud is a popular project management tool that is used by many businesses to manage their tasks, projects, and workflows. The ACP-120 Exam is an online proctored exam that tests an individual's knowledge of Jira Cloud administration.

ATlassian Jira Cloud Administrator Sample Questions (Q12-Q17):

NEW QUESTION # 12

Two users have access to the same filter and see the same issues in a company-managed project. One of them can perform a bulk operation to watch issues in the filter, but the other user cannot. What should you investigate?

- A. Product access
- B. Groups
- C. Default user preferences
- **D. Project permissions**

- E. Project roles

Answer: D

Explanation:

The scenario describes two users who can view the same issues in a filter (indicating they have the Browse Projects permission), but only one can perform a bulk operation to watch issues. The ability to watch issues is controlled by the View Issue Watchers and Manage Watcher List permissions in the project's permission scheme. Therefore, you should investigate project permissions (Option A).

* Explanation of the Correct Answer (Option A):

* Performing a bulk operation to watch issues requires the Manage Watcher List permission, which allows users to add themselves or others as watchers to an issue. Since both users can see the issues (via the filter), they likely have the Browse Projects permission, but the user who cannot perform the bulk operation may lack the Manage Watcher List permission.

* Exact Extract from Documentation:

Manage Watcher List permission

The Manage Watcher List permission allows users to add or remove watchers from an issue, including via bulk operations. This permission is granted via the project's permission scheme.

Note: To view the watcher list, users also need the View Issue Watchers permission. Both permissions are required to perform actions like bulk watching issues.

To check permissions:

* Go to Project settings > Permissions.

* Review the Manage Watcher List and View Issue Watchers permissions to see which users, groups, or roles have them. (Source: Atlassian Support Documentation, "Manage permissions in Jira Cloud")

* Why This Fits: The difference in the users' ability to perform the bulk watch operation is most likely due to a difference in their Manage Watcher List permission, which is defined in the project's permission scheme. Investigating project permissions will reveal whether the second user lacks this permission.

* Why Other Options Are Incorrect:

* Product access (Option B):

* Product access determines whether users can use Jira Software. Both users can view the filter and issues, indicating they have product access. Product access does not control specific permissions like managing watchers.

* Extract from Documentation:

Manage product access

Product access grants users the ability to use Jira products. Specific actions, like managing watchers, are controlled by project or global permissions, not product access.

(Source: Atlassian Support Documentation, "Manage product access")

* Groups (Option C):

* Groups may be used in permission schemes to grant permissions, but the root cause is the permission itself, not the group membership. Investigating groups might be a secondary step after checking project permissions, but project permissions is the more direct answer.

* Extract from Documentation:

Groups are used in permission schemes to grant permissions to multiple users. To determine why a user lacks a permission, check the permission scheme first, then verify group membership if relevant.

(Source: Atlassian Support Documentation, "Manage groups")

* Default user preferences (Option D):

* Default user preferences (e.g., notification settings) control whether a user receives notifications for watched issues, not their ability to watch issues. The issue is about performing a bulk operation, not receiving notifications.

* Extract from Documentation:

Manage user preferences

Users can manage their notification preferences in Personal settings > Email notifications. These settings affect notification delivery, not the ability to perform actions like watching issues.

(Source: Atlassian Support Documentation, "Manage your Jira notification emails")

* Project roles (Option E):

* Project roles are used in permission schemes to grant permissions. Like groups, roles are a means to assign permissions, but the issue lies in the permission itself (Manage Watcher List). Investigating project permissions directly addresses the root cause.

* Extract from Documentation:

Project roles are used in permission schemes to grant permissions like Manage Watcher List. Check the permission scheme to identify the root cause of permission differences.

(Source: Atlassian Support Documentation, "Manage project roles")

* Additional Notes:

* Both users can see the filter and issues, so they likely have the Browse Projects permission. The difference in their ability to perform the bulk watch operation points to the Manage Watcher List permission, which should be checked in Project settings > Permissions.

* If the permission is granted to a group or role, verify the users' membership in those groups or roles as a follow-up step.

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Atlassian Support Documentation:Manage permissions in Jira Cloud

Atlassian Support Documentation:Manage product access

Atlassian Support Documentation:Manage groups

Atlassian Support Documentation:Manage your Jira notification emails

Atlassian Support Documentation:Manage project roles

NEW QUESTION # 13

Christian has a saved filter showing bugs that have not been updated in the past two weeks. He plans to run a bulk operation to change the priority to Highest on all the issues in the filter. Identify one definite outcome of this action.

- A. The saved filter will display no issues.
- B. Filter subscriptions based on the filter will stop sending emails.
- C. Christian will be added as a watcher on all the edited issues.
- D. Email notifications will be sent during the bulk operation.

Answer: A

Explanation:

Christian's saved filter shows bugs that have not been updated in the past two weeks, likely using a JQL query like `issuetype = Bug AND updated <= -2w`. Running a bulk operation to change the priority to Highest on all issues in the filter will update the issues, affecting their `updatedtimestamp`. The definite outcome is that the saved filter will display no issues (Option A), as the issues will no longer meet the filter's criteria after being updated.

* Explanation of the Correct Answer (Option A):

* The saved filter likely uses a JQL query such as `issuetype = Bug AND updated <= -2w`, which returns bugs not updated in the past two weeks (i.e., `updatedtimestamp` is older than two weeks).

When Christian performs a bulk operation to change the priority to Highest, each issue's `updatedtimestamp` is set to the current time, as any edit (including priority changes) updates this field.

After the operation, all issues in the filter will have a recent `updatedtimestamp` (e.g., within the last few minutes), causing them to no longer satisfy the `updated <= -2w` condition. As a result, the filter will return no issues.

* Exact Extract from Documentation:

Bulk change issues

Bulk operations (e.g., changing priority) update issue fields and metadata, including the `updatedtimestamp`.

Impact on filters:

* If a filter uses a condition like `updated <= -2w`, updating issues will change their `updatedtimestamp`, potentially excluding them from the filter. To perform a bulk change:

* Run a filter in `Issues > Search for issues`.

* Select `Bulk change` and choose an action (e.g., `Edit Issues`).

* Update fields (e.g., `Priority to Highest`). Note: Bulk changes trigger the `Issue Updated` event, updating the `updatedfield`. (Source: Atlassian Support Documentation, "Bulk change issues in Jira Cloud")

* Why This Fits: The bulk operation updates the `updatedtimestamp` of all issues, causing them to no longer meet the filter's `updated <= -2w` condition, resulting in the filter displaying no issues, making Option A the definite outcome.

* Why Other Options Are Incorrect:

* Filter subscriptions based on the filter will stop sending emails (Option B):

* Filter subscriptions send emails based on the filter's results and schedule (e.g., daily, weekly). The bulk operation does not disable the subscription or change its configuration; it only affects the filter's results. If the filter returns no issues after the operation, the subscription will send an email with no results, but it will not stop sending emails entirely.

* Extract from Documentation:

Filter subscriptions send emails based on the filter's results and schedule. Empty results do not stop the subscription; they result in an empty email.

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

* Christian will be added as a watcher on all the edited issues (Option C):

* Adding a watcher during a bulk operation is not automatic. Users are not added as watchers unless explicitly included in the bulk operation (e.g., via an `Add Watcher` action, which is not part of changing priority). Christian's user settings or automation rules could theoretically add him as a watcher, but this is not a definite outcome of the priority change.

* Extract from Documentation:

Bulk operations do not automatically add the user as a watcher. Use the `Add Watcher` action in a bulk operation to add watchers explicitly.

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

* Email notifications will be sent during the bulk operation (Option D):

* Email notifications for the Issue Updated event (triggered by the priority change) depend on the project's notification scheme and the recipients configured for the event (e.g., watchers, assignee). Notifications are not guaranteed, as they may be disabled or limited to specific users. Thus, this is not a definite outcome.

* Extract from Documentation:

Bulk operations trigger the Issue Updated event, but notifications depend on the notification scheme and may not be sent if not configured.

(Source: Atlassian Support Documentation, "Configure notification schemes")

* Additional Notes:

* The bulk operation requires Christian to have the Edit Issues permission for the issues in the filter.

* The filter's JQL query (e.g., `issuetype = Bug AND updated <= -2w`) can be verified in Issues > Manage filters.

* To avoid impacting the filter, Christian could modify the JQL to exclude recently updated issues or create a temporary filter for the bulk operation.

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Atlassian Support Documentation: Bulk change issues in Jira Cloud

Atlassian Support Documentation: Manage filters in Jira Cloud

Atlassian Support Documentation: Configure notification schemes

NEW QUESTION # 14

One of your teams has noticed a spelling mistake in the name of an issue type.

What should you do before correcting the name of the issue type?

- A. Update the workflow schemes for the issue type to use the new name.
- B. Warn users that dashboard gadgets that refer to the issue type in their configuration will need to be updated with the corrected name.
- **C. Update the issue type schemes to refer to the new name.**
- D. Warn users that saved filters using the issue type will not be able to find the issue type after the change.

Answer: C

Explanation:

Reference: <https://confluence.atlassian.com/adminjiracloud/adding-editing-and-deleting-an-issue-type-scheme-844500754.html>

NEW QUESTION # 15

Currently, users log time and enter a comment on a transition screen when closing issues. Now, they want the comment to be copied automatically to the work log description. Identify the configuration area that needs to be modified.

- A. Global permissions
- B. Global time tracking settings
- C. Field configuration
- **D. Workflow condition**
- E. Issue layout

Answer: D

Explanation:

The requirement involves automating an action during a workflow transition (copying a comment entered on a transition screen to the work log description when closing issues). As correctly noted, this type of automation is typically handled by a workflow post function, which executes actions after a transition is completed. However, the provided options do not include "workflow post function." Among the options, Workflow condition (Option D) is the closest, as it points to the general area of workflow configuration where post functions are also managed, despite being technically inaccurate since conditions and post functions serve different purposes. Let's analyze this in detail.

* Explanation of the Correct Approach (Workflow Post Function):

* A workflow post function is the appropriate mechanism to copy the comment entered on the transition screen to the work log description during the Close Issue transition. Post functions are executed automatically after a transition completes, and they can manipulate issue data, such as copying field values. However, Jira's out-of-the-box post functions (e.g., Copy Value From Other Field) may not directly support copying a transition screen comment to a work log description, as the comment field on a transition screen is transient and not stored as a standard issue field until the transition is complete. This may require a custom post function or a third-party app (e.g., ScriptRunner) to script the behavior.

* Alternatively, a Jira automation rule could achieve this by triggering on the Issue Transitioned event (to the Closed status) and copying the latest comment to the work log description, but automation rules are configured separately and not part of the workflow editor.

* Exact Extract from Documentation:

Configure workflow post functions

Post functions are executed after a transition is completed and can perform actions like updating fields or copying data.

To configure:

* Go to Settings > Issues > Workflows.

* Edit the workflow and select the Close Issue transition.

* Add a post function (e.g., Copy Value From Other Field or a scripted post function via an app). Note: Copying a transition screen comment to a work log description may require a custom script or third-party app, as standard post functions do not directly support this.

(Source: Atlassian Support Documentation, "Configure advanced work item workflows")

* Why This Fits the Requirement: A post function on the Close Issue transition can automate the copying of the comment to the work log description, aligning with the requirement for an action during a workflow transition.

* Analysis of the Options and Selection of Option D:

* The options provided do not include "workflow post function," which is the precise configuration area. However, let's evaluate each option:

* Field configuration (Option A):

* Field configurations control whether fields are required, optional, or hidden for specific issue types. They do not handle automation or copying data between fields during transitions.

* Extract from Documentation:

Field configurations manage field behavior (required, hidden), not field value copying or automation.

(Source: Atlassian Support Documentation, "Configure field settings")

* Global time tracking settings (Option B):

* Global time tracking settings configure time tracking formats, permissions, and defaults (e.g., enabling time logging, setting time units). They do not control copying data between fields like comments and work log descriptions.

* Extract from Documentation:

Global time tracking settings manage time tracking behavior, not field interactions or automation.

(Source: Atlassian Support Documentation, "Configure time tracking in Jira Cloud")

* Issue layout (Option C):

* Issue layouts determine field visibility and arrangement in the issue view (e.g., which fields are shown or hidden). They do not manage automation or data copying during transitions.

* Extract from Documentation:

Issue layouts control field display in the issue view, not field value copying or automation.

(Source: Atlassian Support Documentation, "Configure issue layouts in Jira Cloud")

* Workflow condition (Option D):

* Workflow conditions restrict who can perform a transition (e.g., only users in a specific group). They do not execute actions like copying data between fields, which is the role of a post function. However, both conditions and post functions are configured within the same workflow editor (under the transition settings), making Workflow condition the closest option to the general area of workflow configuration where post functions reside. The question's options may reflect a terminology error, intending "workflow post function" but listing "workflow condition" instead. Given the context of a workflow transition action, Option D is the most plausible choice despite the inaccuracy.

* Extract from Documentation:

Conditions restrict transition access, while post functions perform actions like updating fields. Both are configured in the workflow editor under the transition settings.

(Source: Atlassian Support Documentation, "Configure advanced work item workflows")

* Global permissions (Option E):

* Global permissions control system-wide actions (e.g., Administer Jira, Work On Issues). They do not manage field interactions or automation during transitions.

* Extract from Documentation:

Global permissions manage system access, not field automation or workflow actions.

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

* Why Option D is Selected: While Workflow condition is technically incorrect (as conditions do not copy data), it points to the workflow configuration area where the correct solution—a post function—is implemented. In the absence of a "workflow post function" option, Option D is the closest match, likely due to a wording error in the question. The user's analysis aligns with this interpretation, recognizing that the solution lies within the workflow editor, specifically with post functions.

* Additional Notes:

* Steps to Configure a Post Function:

* Go to Settings > Issues > Workflows (requires Jira administrator privileges).

* Edit the workflow used by the project and select the Close Issue transition.

- * Add a post function to copy the transition screen comment to the work log description (this may require a custom script or third-party app like ScriptRunner, as standard post functions do not directly support this).
- * Alternative with Automation Rule:
- * Go to Project settings > Automation (or Settings > System > Automation rules for global rules).
- * Create a rule with the trigger Issue Transitioned (to Closed status).
- * Add a condition to check for a new comment (if needed).
- * Add an action to edit the work log and copy the latest comment to the work log description (may require scripting or app support).
- * The question's options suggest a possible oversight in not including "workflow post function." However, interpreting Workflow conditions as a reference to the broader workflow configuration area (where post functions are managed) makes it the most reasonable choice.

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Atlassian Support Documentation: Configure advanced work item workflows
 Atlassian Support Documentation: Automate your Jira Cloud instance
 Atlassian Support Documentation: Configure field settings
 Atlassian Support Documentation: Configure time tracking in Jira Cloud
 Atlassian Support Documentation: Configure issue layouts in Jira Cloud
 Atlassian Support Documentation: Manage global permissions

NEW QUESTION # 16

Your HR project has two issue types:

- Join
- Leave

Both issue types share a field configuration, screens and the workflow.

You currently use the Due Date system field to indicate when someone actually joins or leaves.

New HR staff members complain that using the Due Date field is not very intuitive.

How can you help your HR team?

- A. - Rename the Due Date field to Join Date and create a separate Leave Date custom field.
 - Create new screens for the Leave issue type and replace the Due Date field with the newly created field.
 - Migrate existing field values to the new Leave Date field.
- B. - Create individual field contexts for each issue type.
 - Label the Due Date field as Join Date and Leave Date in their respective contexts.
 - Associate each context with its matching issue type.
- C. - Create individual Join Date and Leave Date custom fields to replace the Due Date field.
 - Appropriately migrate existing data from the Due Date field to the new custom fields.
 - Remove the Due Date field from all project screens.
- D. - Create individual Join Date and Leave Date custom fields to replace the Due Date field.
 - Create separate screens for each issue operation and issue type.
 - Delete the Due Date field.

Answer: B

NEW QUESTION # 17

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