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### ATLIASSIAN Jira Cloud Administrator Sample Questions (Q49-Q54):

## NEW QUESTION # 49

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

**Answer: B,E**

Explanation:

The question pertains to configuring a "Create a new issue or add a comment to an existing issue" mail handler in 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 are Reporter and Priority.

\* Explanation of the Correct Answers:

\* Reporter (Option C):

\* The Reporter field 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):

\* The Priority field 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):

\* The Epic Link field 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):

\* The Watchers field 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 Jira Automation 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 handler is 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 # 50

Currently, the 'Affects Version/s' field is populated on issues in a particular company-managed project. Now, you want to hide it when viewing issues and to hide its values when viewing filter results. Where would you go to make the change?

- A. Issue layout
- B. Screen
- C. Custom field context
- D. Field configuration
- E. Issue detail view

**Answer: A**

Explanation:

To hide the Affects Version/s field when viewing issues and in filter results in a company-managed project, you need to configure the issue layout (Option E). The issue layout determines which fields are displayed or hidden in the issue view and affects how fields appear in filter results.

\* Explanation of the Correct Answer (Option E):

\* The issue layout in a company-managed project controls the visibility and arrangement of fields in the issue view (when viewing an issue) and influences how fields are displayed in filter results (e.g., in issue navigator or boards). To hide the Affects Version/s field, you can move it to the Hidden fields section in the issue layout. This ensures the field is not shown in the issue view or filter results, even if it contains values.

\* Exact Extract from Documentation:

Configure issue layouts in company-managed projects

Issue layouts define which fields are displayed, hidden, or placed in the context panel when viewing issues.

They also influence field visibility in filter results.

To hide a field:

\* Go to Project settings > Issue layout.

\* Select the issue type or screen to configure.

\* Move the field (e.g., Affects Version/s) to the Hidden fields section. Note: Hiding a field in the issue layout does not remove it from screens used for Create or Edit operations, but it prevents it from appearing in the issue view and filter results. (Source: Atlassian Support Documentation, "Configure issue layouts in Jira Cloud")

\* Why This Fits: The issue layout directly controls field visibility in the issue view and filter results, making it the correct place to hide the Affects Version/s field, satisfying both requirements.

\* Why Other Options Are Incorrect:

\* Issue detail view (Option A):

\* The issue detail view is part of the issue view interface and is not a configuration setting. It is affected by the issue layout but cannot be directly modified to hide fields.

\* Extract from Documentation:

The issue detail view displays fields based on the issue layout configuration. To hide fields, configure the issue layout in Project settings > Issue layout.

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

\* Field configuration (Option B):

\* Field configurations control whether fields are required, optional, or hidden for specific issue types. Hiding a field in a field configuration removes it from all operations (Create, Edit, View), which would prevent Affects Version/s from being populated at all. The requirement is to hide the field only when viewing and in filter results, not to remove it entirely, so field configuration is not suitable.

\* Extract from Documentation:

Hiding a field in a field configuration removes it from all screens and operations. Use issue layouts to hide fields in the issue view and filter results.

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

\* Custom field context (Option C):

\* Custom field contexts define the options and default values for a custom field across projects or issue types. The Affects Version/s field is a system field, not a custom field, and contexts do not control field visibility in the issue view or filter results.

\* Extract from Documentation:

Custom field contexts apply to custom fields and manage options, not visibility. System fields like Affects Version/s are not affected by contexts.

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

\* Screen (Option D):

\* Screens determine which fields appear during issue operations (Create, Edit, View).

Removing Affects Version/s from a screen would affect Create or Edit operations, not just viewing, and would not specifically hide the field in filter results. The issue layout is the correct place for view-specific changes.

\* Extract from Documentation:

Screens control fields for Create, Edit, and View operations. To hide fields in the issue view and filter results, use the issue layout.

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

\* Additional Notes:

\* Configuring the issue layout requires project admin privileges and is done in Project settings > Issue layout.

\* Hiding Affects Version/s in the issue layout does not remove its values from the database; it only prevents display in the issue view and filter results.

\* Ensure the field remains on relevant screens for Create/Edit if it needs to continue being populated.

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Atlassian Support Documentation: Configure issue layouts in Jira Cloud

Atlassian Support Documentation: Configure field settings

Atlassian Support Documentation: Manage custom fields in Jira Cloud

Atlassian Support Documentation: Configure screens in Jira Cloud

## NEW QUESTION # 51

Your team currently only uses a single issue type but wants to add a second one. Which configuration requires a separate project for the second issue type?

- A. Different workflows per issue type
- B. Different issue layouts per issue type
- C. Different components per issue type
- D. Different custom fields per issue type
- E. Different card colors per issue type

**Answer: A**

Explanation:

In a company-managed project, adding a second issue type can often be accommodated within the same project by configuring issue type-specific settings (e.g., fields, layouts). However, if the second issue type requires a different workflow, a separate project may be necessary unless the project's workflow scheme is modified to support multiple workflows. Since the question implies a configuration that requires a separate project, different workflows per issue type (Option E) is the most likely to necessitate this, as it involves complex workflow management that is often easier to handle in separate projects.

\* Explanation of the Correct Answer (Option E):

\* In a company-managed project, a workflow scheme maps workflows to issue types. It is possible to assign different workflows to different issue types within the same project by configuring the workflow scheme. However, managing multiple workflows within a single project can become complex, especially if the workflows have significantly different statuses, transitions, or rules.

Creating a separate project for the second issue type simplifies workflow management by isolating the workflows, as each project can have its own workflow scheme. The question's phrasing suggests a scenario where a separate project is required, likely due to the complexity or isolation needed for distinct workflows.

\* Exact Extract from Documentation:

## Configure workflow schemes

A workflow scheme maps workflows to issue types in a company-managed project.

To use different workflows:

- \* Go to Settings > Issues > Workflow schemes.

- \* Create or edit a scheme and assign different workflows to issue types (e.g., one for Issue Type A, another for Issue Type B).

- \* Apply the scheme to the project in Project settings > Workflows. Note: For complex or conflicting workflows, separate projects may be preferred to simplify management and avoid configuration conflicts. (Source: Atlassian Support Documentation, "Configure workflow schemes")

- \* Why This Fits: While different workflows can technically be managed within one project via a workflow scheme, the complexity or need for isolation (e.g., different teams, permissions, or configurations) often necessitates a separate project for the second issue type's workflow, making Option E the correct answer.

- \* Why Other Options Are Incorrect:

- \* Different custom fields per issue type (Option A):

- \* Different custom fields can be configured for each Custom field context or screen schemes allow different fields to be shown or hidden for specific issue types within the same project. A separate project is not required.

- \* Extract from Documentation:

Custom field contexts or screen schemes can restrict fields to specific issue types within a single project.

Separate projects are not needed.

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

- \* Different card colors per issue type (Option B):

- \* Card colors on boards (e.g., Kanban, Scrum) are configured per issue type using board settings (e.g., based on issue type or priority). This is managed within a single project and does not require a separate project.

- \* Extract from Documentation:

Card colors are configured in Board settings > Card colors and can vary by issue type within the same project.

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

- \* Different components per issue type (Option C):

- \* Components are project-specific, not issue type-specific. While components can be assigned to issues, they are not tied to issue types, and different components can be used within the same project without needing a separate project.

- \* Extract from Documentation:

Components are project-specific and can be assigned to any issue type within the same project.

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

- \* Different issue layouts per issue type (Option D):

- \* Issue layouts can be configured per issue type within a single project in Project settings > Issue layout. Different layouts for each issue type do not require a separate project.

- \* Extract from Documentation:

Issue layouts can be customized for each issue type in Project settings > Issue layout within the same project.

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

- \* Additional Notes:

- \* Steps to configure different workflows:

- \* Create a new workflow for the second issue type in Settings > Issues > Workflows.

- \* Update the project's workflow scheme in Project settings > Workflows to map the new workflow to the second issue type.

- \* Alternatively, create a new project with its own workflow scheme for simplicity.

- \* Configuring workflows and schemes requires Jira administrator privileges.

- \* A separate project may be preferred for organizational reasons (e.g., different teams, permissions), but technically, a single project can handle different workflows. The question's emphasis on requiring a separate project points to workflows due to their complexity.

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Atlassian Support Documentation: Configure workflow schemes

Atlassian Support Documentation: Manage custom fields in Jira Cloud

Atlassian Support Documentation: Configure boards in Jira Cloud

Atlassian Support Documentation: Manage components in Jira Cloud

Atlassian Support Documentation: Configure issue layouts in Jira Cloud

## NEW QUESTION # 52

A company-managed project has issue-level security configured, with two security levels. However, Andre only sees one of them in the Security Level dropdown field. Identify a possible reason.

- A. Andre does not have Edit Issues permission.
- B. Andre is not in a group or project role.
- C. The other level is marked as the default.



- D. The other level is configured for different issue types.
- E. Andre does not have Set Issue Security permission.

**Answer: E**

Explanation:

In a company-managed project with issue-level security configured, the Security Level dropdown field allows users to set the security level for an issue, restricting who can view it. If Andre only sees one security level instead of both, the most likely reason is that he lacks the Set Issue Security permission (Option C), which is required to view and select security levels in the dropdown.

\* Explanation of the Correct Answer (Option C):

\* The Set Issue Security permission allows users to set or change the security level of an issue.

Without this permission, a user may not see all available security levels in the Security Level dropdown, or the field may be hidden or restricted. If Andre lacks this permission, he might only see the default security level (if set) or no options at all, depending on the configuration.

\* Exact Extract from Documentation:

Set Issue Security permission

The Set Issue Security permission allows users to set or change the security level of an issue, which determines who can view it.

Without this permission, users cannot modify the Security Level field or may only see a subset of available levels.

To check this permission:

\* Go to Project settings > Permissions.

\* Verify which users, groups, or roles have the Set Issue Security permission. Note: The visibility of security levels in the dropdown also depends on the user's membership in groups or roles defined in the security levels. (Source: Atlassian Support Documentation, "Configure issue security schemes")

\* Why This Fits: The Set Issue Security permission is directly responsible for allowing users to interact with the Security Level field. If Andre lacks this permission, he may not see both security levels, making Option C a likely reason.

\* Why Other Options Are Incorrect:

\* The other level is configured for different issue types (Option A):

\* Issue security levels are not tied to specific issue types; they apply to all issues in a project under the issue security scheme. The configuration of security levels is project-wide, so this is not a valid reason.

\* Extract from Documentation:

Issue security levels apply to all issue types in a project using the same issue security scheme. They are not restricted by issue type. (Source: Atlassian Support Documentation, "Configure issue security schemes")

\* Andre is not in a group or project role (Option B):

\* While security levels may restrict visibility based on groups or project roles, the question is about Andre's ability to see security levels in the dropdown, not about viewing issues. The Set Issue Security permission determines whether Andre can see and select levels, not his membership in groups or roles for visibility purposes.

\* Extract from Documentation:

Security levels define who can view issues (e.g., users in a group or role). The Set Issue Security permission controls who can set the level, not who can view the issue.

(Source: Atlassian Support Documentation, "Configure issue security schemes")

\* The other level is marked as the default (Option D):

\* Marking a security level as the default ensures it is automatically applied to new issues if no level is specified. However, this does not prevent other levels from appearing in the Security Level dropdown for users with the Set Issue Security permission.

\* Extract from Documentation:

The default security level is applied to new issues if no level is set. All available levels are shown in the Security Level dropdown to users with the Set Issue Security permission.

(Source: Atlassian Support Documentation, "Configure issue security schemes")

\* Andre does not have Edit Issues permission (Option E):

\* The Edit Issues permission allows users to modify issue fields, but the Security Level field is specifically controlled by the Set Issue Security permission. A user can have Edit Issues permission but still not see security levels if they lack Set Issue Security.

\* Extract from Documentation:

The Set Issue Security permission is separate from Edit Issues and specifically controls access to the Security Level field.

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

\* Additional Notes:

\* Another possible reason (not listed) could be that Andre is not in the groups or roles defined for the second security level, limiting its visibility in the dropdown. However, the Set Issue Security permission is the most direct cause listed.

\* To resolve the issue, check Andre's permissions in Project settings > Permissions and ensure he has Set Issue Security.

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Atlassian Support Documentation: Configure issue security schemes

Atlassian Support Documentation: Manage permissions in Jira Cloud

### NEW QUESTION # 53

Which three statements are correct about deleting a user account (Choose three)

- A. Individual users can delete their unmanaged accounts
- B. Issues that were created by a deleted account will be deleted
- C. Organization admins can delete managed accounts
- D. Access to all products and administration functions will be lost
- E. Accounts can only be deleted if they have no issues assigned

**Answer: A,C,D**

### NEW QUESTION # 54

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