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1.Your Jira cloud instance has hundreds of projects which are used only by the development team at your organization.

All projects share a single permission scheme New business requirements state:

- Customer support staff at your organization need to view all issues in all projects
- They also need to share filters with other users
- They should not be granted too much access

Identify the appropriate way to configure customer support staff in Jira (Choose one)

- A. As a security level
- B. As a new project role
- C. As a new group
- D. With the Trusted role
- E. With an approved domain

Answer: C

2.You set up an incoming mail server and a mail handler to Create a new issue or add a comment to an existing issue

Which three additional options can you set with the mail configuration

- A. Set the environment system field
- B. Set a custom field
- C. Set watchers
- D. Create new users based on the From address
- E. Set a default reporter

Answer: B C, D, E

3.Gary complains that he is not getting any notifications when issues are updated.

According to the notification helper, he should receive notifications for all issues he is watching. His coworkers confirm they receive those notifications and they regularly update issues that he is watching.

Which update to Gary's personal settings must have occurred (Choose one)

- A. The setting Watch your issues was disabled
- B. The setting You make changes to the issue was disabled
- C. The setting You're watching the issue was disabled
- D. The setting Email notifications format was changed

Answer: C

4.You created a new project and need to configure notifications.

Managers should be notified when

- Someone mentions them while adding or editing a comment
- The issue assignee or reporter is changed
- Issue links are added or deleted

You assume that users have not turned off any notifications through their Personal settings Identify the two notification events to which managers should definitely be added (Choose two)

- A. Issue Updated
- B. Issue Deleted
- C. Generic Event

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ATLASSIAN ACP-120: Jira Cloud Administrator certification is an excellent way to showcase your expertise in Jira Cloud administration. Jira Cloud Administrator certification helps demonstrate your commitment to your profession and validates your skills to potential employers. Jira Cloud Administrator certification also provides access to a community of certified Jira Cloud administrators, where you can connect with like-minded professionals and share your knowledge and expertise.

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The ATlassian ACP-120 exam consists of 60 multiple-choice questions, and you have 2 hours to complete it. The questions are designed to test your knowledge of Jira Cloud administration, and cover topics such as creating and managing projects, configuring workflows, customizing fields, and managing users and groups. The ACP-120 exam is a valuable credential for professionals who work with Jira Cloud applications, as it demonstrates their expertise and ability to manage and administer these applications effectively. Passing the ACP-120 Exam can help you advance your career and open up new opportunities in the field of project management.

ATLASSIAN Jira Cloud Administrator Sample Questions (Q70-Q75):

NEW QUESTION # 70

Your team creates issues directly in the Kanban board of a company-managed project. You must ensure that all their newly created issues are not left unassigned. Which entry must you select in the project's Default Assignee dropdown?

- A. Reporter
- B. Project lead
- C. Component lead
- D. Board administrator
- E. Project admin

Answer: B

Explanation:

To ensure that newly created issues in a company-managed project's Kanban board are not left unassigned, you must configure the Default Assignee setting in the project's settings. The Project lead (Option B) is a valid and appropriate choice, as it assigns new issues to the project's designated lead by default.

* Explanation of the Correct Answer (Option B):

* In a company-managed project, the Default Assignee setting determines who is automatically assigned to new issues when no assignee is specified during creation (e.g., when creating issues directly on a Kanban board). The Project lead is a predefined user set in the project's settings and can be selected as the default assignee to ensure issues are not left unassigned.

* By selecting Project lead in the Default Assignee dropdown, all new issues created in the project, including those created on the Kanban board, will be automatically assigned to the project lead, meeting the requirement.

* Exact Extract from Documentation:

Configure the default assignee

The Default Assignee setting in a company-managed project determines who is assigned to new issues when no assignee is specified. Options include:

* Project lead: Assigns issues to the user designated as the project lead.

* Unassigned: Leaves issues unassigned (if allowed by the project's permission scheme). To configure:

* Go to Project settings > Details.

* Select Project lead in the Default Assignee dropdown. Note: Ensure the project lead has the Assignable User permission in the project's permission scheme. (Source: Atlassian Support Documentation, "Manage project settings in Jira Cloud")

* Why This Fits: Selecting Project lead ensures that all newly created issues are automatically assigned to the project lead, preventing them from being unassigned, making Option B the correct answer.

* Why Other Options Are Incorrect:

* Board administrator (Option A):

* There is no Board administrator option in the Default Assignee dropdown. Board administrators manage Kanban or Scrum boards but are not a predefined assignee role for issues.

* Extract from Documentation:

The Default Assignee dropdown includes Project lead, Unassigned, or specific users, but not Board administrator.

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

* Component lead (Option C):

* The Component lead is not an option in the Default Assignee dropdown. Component leads are assigned to specific components, and issues are only assigned to them if a component with a default assignee is selected during issue creation, which is not guaranteed for Kanban board creations.

* Extract from Documentation:

Component leads are assigned to issues only when a component with a default assignee is selected. They are not part of the Default Assignee setting.

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

* Project admin (Option D):

* There is no Project admin option in the Default Assignee dropdown. Project administrators have the Administer Projects permission but are not a predefined assignee role. The Project lead is the designated user for default assignments.

* Extract from Documentation:

The Default Assignee setting does not include Project admin. Use Project lead or Unassigned.

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

* Reporter (Option E):

* The Reporter is the user who creates the issue and is not an option in the Default Assignee dropdown for company-managed projects. Assigning issues to the reporter would require a custom automation rule or manual assignment, not a default setting.

* Extract from Documentation:

The Reporter is not a valid option for Default Assignee. Use Project lead or Unassigned for automatic assignments.

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

* Additional Notes:

* The Default Assignee setting is configured in Project settings > Details, requiring project admin privileges.

* Ensure the project lead has the Assignable User permission in the project's permission scheme to be eligible as an assignee.

* If Unassigned is selected, issues could remain unassigned, which violates the requirement.

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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 # 71

Peter is building a workflow in his team-managed project. He can add several rules to his workflow except for one rule. Identify that rule.

- A. Rule to ensure only the Reporter can close bugs.
- B. Rule to clear the Assignee when closing.
- C. Rule to ensure only Peter can approve Stories.
- D. Rule to reopen Sub-tasks when reopening Stories.
- E. Rule to clear the Description when reopening.

Answer: D

Explanation:

In team-managed projects, workflows are simplified and configured within Project settings > Workflow.

Users (typically project admins) can add rules to transitions, such as clearing fields, restricting transitions, or setting field values.

However, team-managed workflows do not support complex automation-like rules, such as automatically reopening Sub-tasks when a Story is reopened, as this requires interacting with related issues (Sub-tasks), which is not supported out-of-box in team-managed workflow rules.

* Explanation of the Correct Answer (Option B):

* The rule to reopen Sub-tasks when reopening Stories requires a workflow rule to detect the transition of a Story to an open status and then automatically transition its Sub-tasks to an open status. Team-managed workflows do not support rules that affect related issues (e.g., Sub-tasks) during a transition. This functionality requires Jira automation or a company-managed project workflow with custom post functions, which are not available in team-managed projects.

* Exact Extract from Documentation:

Configure workflows in team-managed projects

Team-managed projects use simplified workflows that allow adding rules to transitions, such as:

* Restricting transitions to specific users or roles.

* Setting or clearing field values (e.g., Assignee, Description).

* Requiring fields to be filled. Rules are limited to the issue being transitioned and cannot affect related issues (e.g., Sub-tasks, Epics). To automate actions on related issues, use Jira automation rules. Note: Team-managed workflows are project-specific and edited in Project settings > Workflow. (Source: Atlassian Support Documentation, "Configure workflows in team-managed projects")

* Why This Fits: The rule to reopen Sub-tasks requires interacting with related issues (Sub-tasks), which is beyond the capabilities of team-managed workflow rules, making Option B the correct answer.

* Why Other Options Are Incorrect:

* Rule to clear the Assignee when closing (Option A):

* Team-managed workflows support rules to clear fields during a transition. A rule can be added to the transition to the Closed status to clear the Assignee field.

* Extract from Documentation:

You can add a rule to a transition to clear a field, such as Assignee, when moving to a status like Closed.

(Source: Atlassian Support Documentation, "Configure workflows in team-managed projects")

* Rule to ensure only Peter can approve Stories (Option C):

* Team-managed workflows allow restricting transitions to specific users or roles. A rule can be added to the transition to anApprovedstatus to allow only Peter to perform it.

* Extract from Documentation:

Add a rule to restrict a transition to a specific user (e.g., Peter) or role, ensuring only they can move issues to a status like Approved.

(Source: Atlassian Support Documentation, "Configure workflows in team-managed projects")

* Rule to clear the Description when reopening (Option D):

* Team-managed workflows support clearing fields during transitions. A rule can be added to the transition to anOpenstatus to clear theDescriptionfield.

* Extract from Documentation:

Rules can clear fields like Description during a transition, such as when reopening an issue.

(Source: Atlassian Support Documentation, "Configure workflows in team-managed projects")

* Rule to ensure only the Reporter can close bugs (Option E):

* Team-managed workflows allow restricting transitions to specific users, including the Reporter. A rule can be added to the transition to theClosedstatus for bugs to allow only the Reporter to perform it.

* Extract from Documentation:

Restrict a transition to the Reporter to ensure only they can move issues to a status like Closed.

(Source: Atlassian Support Documentation, "Configure workflows in team-managed projects")

* Additional Notes:

* Team-managed workflows are designed for simplicity, with rules limited to the issue being transitioned. Complex logic, such as affecting Sub-tasks (Option B), requires Jira automation rules, which are separate from workflow rules.

* Peter, as a project admin in a team-managed project, can edit the workflow inProject settings > Workflow.

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Atlassian Support Documentation:Configure workflows in team-managed projects Atlassian Support Documentation:Automate your Jira Cloud instance

NEW QUESTION # 72

Mira is working on a story. All of a sudden, the links to all three bugs related to the story disappeared.

All issues including the story and the three bugs are tracked in the DEV project, which is a classic Software project.

Which four can explain the situation (Choose four)

- A. A security level was applied to the linked bugs
- B. Issue linking was disabled globally
- C. The linked bugs were deleted
- D. Link issues permission was revoked for Mira
- E. Browse Projects permission was revoked for Mira
- F. The links to the bugs were deleted

Answer: B,C,D,F

NEW QUESTION # 73

Your Jira Cloud instance has hundreds of company-managed projects which are used only by the development team at your organization. All projects share a single permission scheme. New business requirements state:

* Customer support staff at your organization need to view all issues in all the projects.

* They also need to share filters with other users.

* They should not be granted too much access.

Identify the appropriate way to configure customer support staff in Jira.

- A. As a new project role
- B. As a new permission
- C. As a new group
- D. As a security level

Answer: C

Explanation:

To meet the requirements of allowing customer support staff to view all issues in all company-managed projects, share filters, and avoid granting excessive access, configuring the staff as a new group(Option A) is the most appropriate approach. This allows the

group to be granted specific permissions in the shared permission scheme and global permissions without requiring structural changes to the projects.

* Explanation of the Correct Answer (Option A):

* Viewing all issues: All projects share a single permission scheme, which defines permissions like Browse Projects(required to view issues). By creating a new group (e.g, "Customer Support"), you can add this group to theBrowse Projectspermission in the shared permission scheme, granting customer support staff access to view issues in all projects.

* Sharing filters: Sharing filters requires theShare dashboards and filtersglobal permission.

Adding the "Customer Support" group to this global permission allows staff to share filters with other users.

* Minimal access: Using a group ensures that only the necessary permissions (Browse Projectsand Share dashboards and filters) are granted, avoiding excessive access (e.g., editing issues, administering projects).

* Exact Extract from Documentation:

Manage groups in Jira Cloud

Groups are used to manage user permissions efficiently across multiple projects.

To grant permissions to a group:

* Create a new group inSettings > User management > Groups.

* Add users to the group.

* Add the group to permissions in the permission scheme (Settings > Issues > Permission schemes) or global permissions (Settings > System > Global permissions).Example: Add a group to theBrowse Projectspermission to allow members to view issues, and to the Share dashboards and filtersglobal permission to share filters.Note: Groups are ideal for applying permissions across multiple projects with a shared permission scheme.(Source:

Atlassian Support Documentation, "Manage groups in Jira Cloud")

* Why This Fits: Creating a new group allows you to efficiently grant theBrowse Projects permission (via the shared permission scheme) and theShare dashboards and filtersglobal permission to customer support staff, meeting all requirements while keeping access minimal.

* Why Other Options Are Incorrect:

* As a security level (Option B):

* Security levels (part of an issue security scheme) restrict who can view specific issues within a project. The requirement is to grant visibility to all issues, not restrict it, so security levels are irrelevant. Additionally, security levels do not address sharing filters.

* Extract from Documentation:

Issue security levels restrict issue visibility to specific users, groups, or roles. They are not used to grant broad access like viewing all issues.

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

* As a new project role (Option C):

* Project roles are used in permission schemes to grant permissions within projects. While a new project role (e.g, "Customer Support Role") could be created and added to theBrowse Projectspermission, this would require adding the role to each project's role membership, which is inefficient for hundreds of projects. A group is more practical, as it can be added once to the shared permission scheme. Project roles also do not directly address global permissions likeShare dashboards and filters.

* Extract from Documentation:

Project roles are project-specific and require membership configuration in each project. Groups are more efficient for permissions across multiple projects with a shared scheme.

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

* As a new permission (Option D):

* Creating a new permission is not a valid option in Jira, as permissions are predefined (e.g., Browse Projects,Edit Issues). The requirement is met by granting existing permissions (Browse Projects,Share dashboards and filters) to a group, not by creating a new permission type.

* Extract from Documentation:

Jira permissions are fixed and cannot be extended with new permission types. Use existing permissions in permission schemes or global permissions.

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

* Additional Notes:

* Steps to configure:

* Create a "Customer Support" group inSettings > User management > Groups.

* Add customer support staff to the group.

* Add the group to theBrowse Projectspermission in the shared permission scheme (Settings > Issues > Permission schemes).

* Add the group to theShare dashboards and filtersglobal permission (Settings > System > Global permissions).

* This approach requiresJira administratorprivileges to manage groups and permissions.

* A group is more scalable than a project role for hundreds of projects, as it avoids per-project configuration.

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Atlassian Support Documentation:Manage groups in Jira Cloud

Atlassian Support Documentation:Configure issue security schemes

Atlassian Support Documentation:Manage project roles

NEW QUESTION # 74

Your Jira cloud instance has hundreds of projects which are used only by the development team at your organization.

All projects share a single permission scheme. New business requirements state:

- * Customer support staff at your organization need to view all issues in all projects
- * They also need to share filters with other users
- * They should not be granted too much access

Identify the appropriate way to configure customer support staff in Jira (Choose one)

- A. As a new project role
- B. With an approved domain
- C. **As a new group**
- D. As a security level
- E. With the Trusted role

Answer: C

NEW QUESTION # 75

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