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1. Alana has set up a new incoming mail handler to create issues or add a comment to an existing

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ATLASSIAN Jira Cloud Administrator Sample Questions (Q65-Q70):

NEW QUESTION # 65

An excerpt of the DEV permission scheme is shown:

Project Permissions|Users / Groups / Project Roles

Administer Projects | Project Role (Administrators)

View Development Tools | Project Role (Core), Project Role (Sprint Team) Manage Sprints | Project Role (atlassian-addons-project-access), Project Role (Core) Ahmed is a project administrator in DEV and not a Jira administrator. He is unable to create sprints in DEV.

What should Ahmed do?

- A. Add the Administrators project role to the 'View Development Tools' permission
- B. Add himself to the Core project role
- C. Add himself to the Sprint Team project role
- D. Add the Administrators project role to the 'Manage Sprints' permission

Answer: D

Explanation:

Ahmed is a project administrator in the DEV project, which means he is in the Administrators project role (as per the permission scheme, where Administer Projects is granted to this role). However, he cannot create sprints because he lacks the Manage Sprints permission, which is granted to the atlassian-addons-project-access and Core project roles. To resolve this, Ahmed should add the Administrators project role to the 'Manage Sprints' permission (Option D).

* Explanation of the Correct Answer (Option D):

* The Manage Sprints permission allows users to create, start, complete, or delete sprints in a project. According to the permission scheme, this permission is granted to the atlassian-addons-project-access and Core project roles, but not to the Administrators project role, which Ahmed belongs to.

* As a project administrator, Ahmed has the Administer Projects permission, which allows him to modify the project's permission scheme (via Project settings > Permissions) and add the Administrators project role to the Manage Sprints permission. This will grant him the ability to create sprints without needing Jira administrator privileges.

* Exact Extract from Documentation:

Manage Sprints permission

The Manage Sprints permission allows users to create, start, complete, or delete sprints in a project. This permission is granted via the project's permission scheme.

To update permissions:

* Go to Project settings > Permissions.

* Edit the permission scheme and add a user, group, or project role (e.g., Administrators) to the Manage Sprints permission. Note: Project administrators can modify the permission scheme for their project if they have the Administer Projects permission. (Source: Atlassian Support Documentation, "Manage permissions in Jira Cloud")

* Why This Fits: Adding the Administrators project role to the Manage Sprints permission directly addresses Ahmed's lack of permission to create sprints, leveraging his existing project administrator privileges.

* Why Other Options Are Incorrect:

* Add himself to the Core project role (Option A):

* Adding himself to the Core project role would grant Ahmed the Manage Sprints permission, as this role is listed for that permission. However, as a project administrator, Ahmed can modify the permission scheme directly instead of adding himself to another role, which may grant unnecessary permissions (e.g., View Development Tools). Option D is more appropriate, as it aligns with his administrative role.

* Extract from Documentation:

Project roles are managed in Project settings > People. Adding a user to a role grants all permissions associated with that role, which may include more than needed.

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

* Add himself to the Sprint Team project role (Option B):

* The Sprint Team project role is only listed for the View Development Tools permission, not Manage Sprints. Adding himself to this role would not grant Ahmed the ability to create sprints.

* Extract from Documentation:

Permissions are granted to specific roles or groups in the permission scheme. Verify the roles assigned to each permission before adding users.

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

* Add the Administrators project role to the 'View Development Tools' permission (Option C)

:

* The View Development Tools permission allows users to view development-related information (e.g., commits, builds). It is unrelated to creating sprints, so adding the Administrators role to this permission would not help Ahmed.

* Extract from Documentation:

The View Development Tools permission grants access to development information, not sprint management.

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

* Additional Notes:

* Ahmed's ability to modify the permission scheme depends on his Administer Projects permission, which is confirmed by his role as a project administrator.

* The `atlassian-addons-project-access` role is typically used for system or app-related permissions and is not relevant for Ahmed to modify.

* After adding the Administrators role to Manage Sprints, Ahmed and other administrators will gain sprint management capabilities.

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Atlassian Support Documentation: Manage permissions in Jira Cloud

Atlassian Support Documentation: Manage project roles

Atlassian Support Documentation: Manage sprints in company-managed projects

NEW QUESTION # 66

Carlos describes his problem in the classic HR project

* He cannot attach files to issues of Request issue type when they are in the Approved status

* He can attach files to issues of Request issue type in any other status

* He can attach files to every other issue issue type in every status

He asks for your help in determining the root cause Select the root cause (Choose one)

- A. There is a workflow step property configured
- B. The Attachment field is missing on the screen used by the Request issue type
- C. He does not have the correct project permission
- D. He is not a member of a security level
- E. There is a workflow condition configured

Answer: A

NEW QUESTION # 67

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

Answer: D,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.

* 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 # 68

You need to find unresolved issues assigned to suspended users. Identify the correct JQL query.

- A. statusCategory != Done AND assignee not in organizationMembers()
- B. resolution = Unresolved AND assignee changed to inactive
- C. statusCategory = Done AND assignee not in activeUsers()
- D. resolution = EMPTY AND assignee not in membersOf("jira-software-users")
- E. resolution is EMPTY AND assignee in inactiveUsers()

Answer: E

Explanation:

To find unresolved issues assigned to suspended users in Jira Software Cloud, the JQL query must check for issues with no resolution (unresolved) and an assignee who is inactive (suspended). The correct query is resolution is EMPTY AND assignee in inactiveUsers()(Option A), as it uses the appropriate field (resolution) and function (inactiveUsers()) to identify these issues.

* Explanation of the Correct Answer (Option A):

* Unresolved issues: In Jira, an issue is considered unresolved if itsresolutionfield is empty (i.e., not set to Resolved, Done, or similar). The JQL clauseresolution is EMPTYidentifies unresolved issues.

* Suspended users: Suspended users are those whose accounts are inactive (e.g., deactivated or removed from the organization). TheinactiveUsers()function returns all inactive users in the Jira instance. The clauseassignee in inactiveUsers()filters for issues assigned to these users.

* Combined query:resolution is EMPTY AND assignee in inactiveUsers()returns all unresolved issues assigned to inactive users.

* Exact Extract from Documentation:

Search for issues using JQL

* resolution is EMPTY: Finds issues with no resolution set (unresolved issues).

* assignee in inactiveUsers(): Finds issues assigned to users who are inactive (e.g., deactivated or suspended). Example:

* resolution is EMPTY AND assignee in inactiveUsers() returns unresolved issues assigned to inactive users. Note:

TheinactiveUsers()function is specific to Jira Cloud and includes users who are no longer active in the instance. (Source: Atlassian Support Documentation,

"Advanced searching - functions reference")

* Why This Fits: The query correctly usesresolution is EMPTYfor unresolved issues and inactiveUsers()for suspended users, making Option A the correct answer.

* Why Other Options Are Incorrect:

* statusCategory != Done AND assignee not in organizationMembers() (Option B):

* statusCategory != Donechecks the status category (e.g., To Do, In Progress) but is less precise thanresolution is EMPTY, as some statuses in non-Done categories may still be resolved. assignee not in organizationMembers()is incorrect, asorganizationMembers() is not a valid JQL function in Jira Cloud, and it would not specifically target inactive users.

* Extract from Documentation:

statusCategory != Doneis broader thanresolution is EMPTYand may include resolved issues. No organizationMembers()function exists in JQL.

(Source: Atlassian Support Documentation, "Advanced searching - fields reference")

* resolution = Unresolved AND assignee changed to inactive (Option C):

* resolution = Unresolvedis incorrect, asUnresolvedis not a valid resolution value; use resolution is EMPTYinstead. assignee changed to inactiveis invalid, aschanged to inactiveis not a supported JQL operator for theassigneefield.

* Extract from Documentation:

Userresolution is EMPTYfor unresolved issues. Thechangedoperator does not supportinactiveas a value for assignee.

(Source: Atlassian Support Documentation, "Advanced searching - operators reference")

* statusCategory = Done AND assignee not in activeUsers() (Option D):

* statusCategory = Doneis the opposite of what is needed, as it selects resolved or completed issues, not unresolved ones. assignee not in activeUsers()might include inactive users but is less precise thaninactiveUsers(), and thestatusCategoryclause makes the query incorrect.

* Extract from Documentation:

statusCategory = Doneselects issues in completed statuses, not unresolved issues. UseinactiveUsers()for precise inactive user filtering.

(Source: Atlassian Support Documentation, "Advanced searching - fields reference")

* resolution = EMPTY AND assignee not in membersOf("jira-software-users") (Option E):

* resolution = EMPTYis correct, butassignee not in membersOf("jira-software-users")is incorrect, asjira-software-usersis a default group for active users with Jira Software access, not a reliable indicator of suspended users. This would exclude active users in the group, not specifically target inactive ones.

* Extract from Documentation:

ThemembersOf()function checks group membership, not user activity status. UseinactiveUsers()to find suspended or deactivated users.

(Source: Atlassian Support Documentation, "Advanced searching - functions reference")

* Additional Notes:

* The query can be tested inIssues > Search for issues and saved as a filter if needed.
* inactiveUsers() is specific to Jira Cloud and includes users who are deactivated or removed from the organization.
* Ensure the user running the query hasBrowse Projects permission for the relevant projects.
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Atlassian Support Documentation:Advanced searching - functions reference Atlassian Support Documentation:Advanced searching - fields reference Atlassian Support Documentation:Advanced searching - operators reference Atlassian Support Documentation:Search for issues using JQL

NEW QUESTION # 69

Billie needs to perform various restricted tasks in the system. You must decide whether to grant her site admin or organization admin privileges.

Identify two reasons why you must make her an organization admin (Choose two)

- A. Billie needs to remove users from the site
- B. Billie needs to log in as other users for troubleshooting user accounts
- C. Billie needs to enable other users to be organization admins
- D. Billie needs to enable other users to be site or product admins
- E. Billie needs to make changes to user's profiles

Answer: A,C

NEW QUESTION # 70

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