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ATLASSIAN ACP-120 Jira Cloud Administrator 4

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The ACP-120 certification exam covers a range of topics, including Jira Cloud administration basics, project and issue configuration, user management, and Jira Cloud add-ons. ACP-120 exam consists of multiple-choice questions and is timed, with a duration of 180 minutes. The passing score for the exam is 65%, and the exam fee is \$300.

The ATlassian ACP-120 exam consists of 70 multiple-choice questions and is timed for 180 minutes. It covers a range of topics, including Jira Cloud administration, user management, project management, custom fields, workflows, and permissions. ACP-120 Exam is designed to test the candidate's understanding of Jira Cloud concepts and their ability to apply that knowledge to real-world situations.

## ATLASSIAN Jira Cloud Administrator Sample Questions (Q31-Q36):

### NEW QUESTION # 31

Henry was recently assigned multiple issues in a classic software project. He has not received any email notifications about the assignment of these issues but he received notifications about other changes to issues from this and other projects.

Identify two possible reasons (Choose two)

- A. The Issue Assigned event does not list the current assignee as a recipient in the project's notification scheme
- B. Henry is missing the Assignable User project permission in the Jira project
- C. The Issue Updated event does not list the current assignee as a recipient in the project's notification scheme
- D. Henry adjusted his personal email notification preference to not notify him when he is the assignee of an issue
- E. Henry is missing the Browse Projects project permission in the Jira project

**Answer: A,C**

### NEW QUESTION # 32

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

**Answer: A**

Explanation:

To create projects in Jira Software Cloud without having full Jira administrator privileges, George needs a specific global permission, namely the Create Projects permission. This permission allows users to create new projects without granting them broader administrative access.

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

\* The Create Projects global permission enables a user to create new projects in Jira. This permission is distinct from Jira administrator privileges, which include managing global settings like schemes, users, and workflows. By granting George this permission, he can create projects while maintaining a limited scope of authority.

\* Exact Extract from Documentation:

Global permissions

Global permissions control access to system-wide actions in Jira. The Create Projects permission allows users to create new projects without requiring full Jira administrator privileges.

To grant this permission:

\* Go to Settings > System > Global permissions.

\* Add a user, group, or role to the Create Projects permission. Note: Users with this permission can create projects but cannot modify global configurations like schemes or user management unless they have additional permissions. (Source: Atlassian Support Documentation, "Manage global permissions")

\* Why This Fits: The Create Projects global permission directly addresses the requirement for George to create projects without needing Jira administrator privileges, making Option D the correct choice.

\* Why Other Options Are Incorrect:

\* Project role (Option A):

\* Project roles (e.g., Administrator, Developer) are used within a project's permission scheme to grant project-specific permissions, such as Administer Projects or Browse Projects. They do not control the ability to create new projects, which is a system-level action.

\* Extract from Documentation:

Project roles are used in permission schemes to grant permissions within a specific project. They do not apply to global actions like creating projects.

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

\* Product access (Option B):

\* Product access determines whether a user can use Jira Software or other Atlassian products.

While George needs product access to use Jira, this does not grant the specific ability to create projects.

\* Extract from Documentation:

Product access allows users to log in and use Jira products. Specific actions, like creating projects, require global or project permissions.

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

\* Project permission (Option C):

\* Project permissions (e.g., Administer Projects, Browse Projects) are defined in a project's permission scheme and apply to actions within a specific project. Creating a project is a global action, not tied to any existing project's permission scheme.

\* Extract from Documentation:

Project permissions control actions within a project, such as editing issues or managing components. Global permissions control system-wide actions like creating projects.

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

\* Product role (Option E):

\* Product roles (e.g., Jira Software User, Jira Service Management Agent) define access to specific Atlassian products but do not grant permissions for actions like creating projects.

This is not relevant to the requirement.

\* Extract from Documentation:

Product roles determine access to Atlassian products and are not related to specific permissions like creating projects.

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

\* Additional Notes:

\* The Create Projects permission can be granted to George via a group or directly to his user account in Settings > System > Global permissions.

\* As a project lead, George likely already has project-level permissions (e.g., Administer Projects for his projects), but these do not extend to creating new projects.

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Atlassian Support Documentation: Manage global permissions

Atlassian Support Documentation: Manage project roles

Atlassian Support Documentation: Manage product access

Atlassian Support Documentation: Manage project permissions

Atlassian Support Documentation: Manage product roles

### NEW QUESTION # 33

A team requests updates to the behavior of some fields in the project. The project uses three issue types: Problem, Incident, and Change.

The desired configuration is shown below:

□ Which configuration update will meet the requirements?

- A. Configure individual screens for each issue type and update the priority scheme.
- B. Create unique field contexts for each issue type for the desired fields.
- C. Configure individual field configuration for each custom field and update the priority scheme.
- D. Configure individual screens for any combination of issue operation and issue type.
- E. Configure individual field contexts for each custom field and update the priority scheme.
- F. Configure individual field configurations for each issue type.

**Answer: E**

### NEW QUESTION # 34

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

**Answer: A,C**

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 # 35

You need to grant members of the Compliance team access to all of your company-managed projects in Jira.

All the projects were created with a shared configuration and need to remain that way. You must decide if a project role is required to accommodate any of their requirements. Identify the requirement that necessitates the use of a project role.

- A. Only two Compliance users should be able to see secured issues.
- B. Only some Compliance users need to create shared dashboards.
- **C. Only some Compliance users can delete issues and they differ in each project.**
- D. All members need to be able to move issues.

**Answer: C**

Explanation:

Since all company-managed projects share a single configuration (including permission schemes), permissions are applied uniformly across projects. A project role is necessary when a requirement involves project-specific differences in user permissions, as roles allow membership to vary by project. The requirement that only some Compliance users can delete issues and they differ in each project (Option A) necessitates a project role, as it requires project-specific user assignments for the Delete Issues permission.

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

\* The requirement states that only some Compliance users can delete issues, and the specific users differ in each project. In a shared permission scheme, permissions like Delete Issues are granted to users, groups, or project roles. Using a group would apply the same users across all projects, which does not allow for different users per project. A project role (e.g., "Compliance Deleters") can be added to the Delete Issues permission in the shared permission scheme, and different Compliance users can be added to this role in each project's Project settings > People, accommodating the project-specific variation.

\* Exact Extract from Documentation:

Manage project roles

Project roles allow permissions to be granted to different users in each project, even with a shared permission scheme.

To configure:

\* Create a new project role in Settings > System > Project roles (e.g., "Compliance Deleters").

\* Add the role to a permission (e.g., Delete Issues) in the permission scheme (Settings > Issues > Permission schemes).

\* Add users to the role in each project's Project settings > People. Example: Grant Delete Issues to the "Compliance Deleters" role, then assign different users to the role in each project. Note: Project roles are ideal for permissions that vary by project while maintaining a shared scheme. (Source: Atlassian Support Documentation, "Manage project roles")

\* Why This Fits: A project role allows different Compliance users to have the Delete Issues permission in each project, satisfying the requirement for project-specific variation while keeping the shared configuration, making Option A the correct answer.

\* Why Other Options Are Incorrect:

\* All members need to be able to move issues (Option B):

\* The Move Issues permission can be granted to all Compliance users via a group (e.g.,

"Compliance Team") in the shared permission scheme. Since the requirement applies uniformly to all members across all projects, a project role is not necessary, as there is no project-specific variation.

\* Extract from Documentation:

Permissions like Move Issues can be granted to a group in a shared permission scheme, applying to all projects without needing project-specific roles.

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



\* Only two Compliance users should be able to see secured issues (Option C):

\* Secured issues are managed by an issue security scheme, where security levels define who can view issues (e.g., specific users, groups, or roles). To allow only two Compliance users to see secured issues, you can create a security level listing those two users explicitly or a group containing only them. This does not require a project role, as the same two users apply across all projects, and security levels are part of the shared configuration.

\* Extract from Documentation:

Issue security levels can specify individual users or groups to restrict visibility. Project roles are not required unless visibility varies by project.

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

\* Only some Compliance users need to create shared dashboards (Option D):

\* Creating shared dashboards requires the Share dashboards and filters global permission, not a project-level permission. This can be granted to a group containing the relevant Compliance users in Settings > System > Global permissions. Since this is a global permission, it does not vary by project and does not require a project role.

\* Extract from Documentation:

The Share dashboards and filters global permission allows users to share dashboards. It is granted globally, not via project roles.

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

\* Additional Notes:

\* Steps to configure Option A:

\* Create a "Compliance Deleters" project role in Settings > System > Project roles.

\* Add the role to the Delete Issues permission in the shared permission scheme (Settings > Issues > Permission schemes).

\* For each project, add the appropriate Compliance users to the "Compliance Deleters" role in Project settings > People.

\* This configuration requires Jira administrator privileges to create the role and modify the permission scheme, but project admins can manage role membership.

\* The shared configuration (permission scheme, etc.) is preserved, as the project role integrates seamlessly.

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Atlassian Support Documentation: Manage project roles

Atlassian Support Documentation: Manage permissions in Jira Cloud

Atlassian Support Documentation: Configure issue security schemes

Atlassian Support Documentation: Manage global permissions

## NEW QUESTION # 36

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