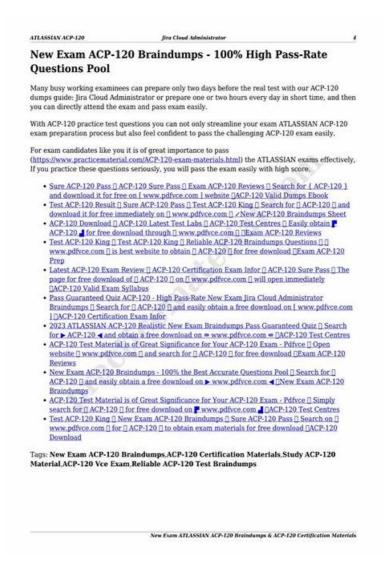
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ATLASSIAN Jira Cloud Administrator Sample Questions (Q49-Q54):

NEW QUESTION #49

You have planned, tested, and performed a Jira upgrade.

The upgrade appeared to be a success; however, after several hours of use, your users are reporting significant problems and you decide to roll back.

Which two effects do you expect to see after the rollback? (Choose two.)

- A. Jira will need to be reconnected to other systems it was integrated with.
- B. Jira will go back to the same schemes as before the upgrade.
- C. New issues entered between upgrade and rollback will be lost.
- D. The color scheme will be set back to default to indicate there was a rollback.
- E. Emails will automatically be sent out to tell people about the rollback.

Answer: A,B

NEW QUESTION #50

You are adding a user to Jira software using the invite users method in user management Which setting on the page guarantees the user access to Jira software (Choose one)

- A. Group membership
- B. Product access
- · C. Email address
- D. Email domains

Answer: C

NEW QUESTION #51

You run the JQL query shown:

assignee changed from currentUser() TO EMPTY and resolution changed to EMPTY Which statement is definitely true?

- A. All returned issues were in Done status at some point.
- B. All returned issues are currently unassigned.
- C. All returned issues are currently unresolved.
- D. All returned issues are currently not assigned to you.
- E. All returned issues were assigned to you at some point.

Answer: E

Explanation:

The JQL query assignee changed from currentUser() TO EMPTY and resolution changed to EMPTY filters for issues based on their change history for theassignee and resolution fields. The statement that is definitely true is all returned issues were assigned to you at some point(Option C), as the query explicitly requires that the assignee field changed from the current user to EMPTY.

^{*} Explanation of the Correct Answer (Option C):

^{*} The query consists of two conditions:

- * assignee changed from currentUser() TO EMPTY: This means the issue's assignee field was changed from the current user (the person running the query) tours signed (EMPTY) at some point in its history. For this condition to be true, the issue must have been assigned to the current user before being unassigned.
- * resolution changed to EMPTY: This means the resolution field was changed to EMPTY (unresolved) at some point, typically indicating the issue was reopened (e.g., resolution was cleared).
- * The assignee changed from currentUser() TO EMPTY condition guarantees that all returned issues were assigned to the current user at some point, as the change history explicitly includes a transition from the current user to unassigned.
- * Exact Extract from Documentation:

Advanced searching - operators reference

The CHANGED operator searches for issues where a field's value changed from one value to another.

- * assignee changed from currentUser() TO EMPTY: Finds issues where the assignee was changed from the current user to unassigned.
- * resolution changed to EMPTY: Finds issues where the resolution was cleared (e.g., issue was reopened). Note:

The CHANGED operator examines the issue's history, not its current state. (Source: Atlassian Support Documentation, "Advanced searching - operators reference")

- * Why This Fits: The query's conditionassignee changed from currentUser() TO EMPTY ensures that all returned issues were assigned to the current user at somepoint, making Option C definitely true.
- * Why Other Options Are Incorrect:
- * All returned issues are currently unresolved (Option A):
- * Theresolution changed to EMPTY condition means the resolution was set to EMPTY at some point in the issue's history, but the issue could have been resolved again later (e.g., resolution set to Done). The query does not check the current resolution state, so this is not definitely true.
- * Extract from Documentation:

The CHANGED operator does not guarantee the current state of a field. Use resolution is EMPTY to check if issues are currently unresolved.

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

- * All returned issues are currently unassigned (Option B):
- * The assignee changed from currentUser() TO EMPTY condition means the issue was unassigned at some point, but it could have been reassigned to another user later. The query does not check the current assignee state, so this is not definitely true.
- * Extract from Documentation:

To check if issues are currently unassigned, use assignee is EMPTY. The CHANGED operator only checks historical changes. (Source: Atlassian Support Documentation, "Advanced searching - fields reference")

- * All returned issues are currently not assigned to you (Option D):
- * The query does not guarantee that issues are currently not assigned to the current user.

After being unassigned (TO EMPTY), the issue could have been reassigned to the current user again. The current assignee state is not checked, so this is not definitely true.

* Extract from Documentation:

The CHANGED operator does not reflect the current field value. Use assignee != current User() to check if issues are not assigned to the current user.

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

- * All returned issues were in Done status at some point (Option E):
- * Theresolution changed to EMPTY condition indicates the resolution was cleared (e.g., issue reopened), which often follows a resolved state (e.g., Done). However, the query does not explicitly require that the issue was in aDonestatus (or had a resolution set) before the change to EMPTY. For example, an issue could have had a resolution set to another value or cleared without being in Done. Thus, this is not definitely true.
- * Extract from Documentation:

Theresolution changed to EMPTY condition indicates a resolution was cleared, but it does not guarantee the issue was in a specific status like Done.

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

- * Additional Notes:
- * The query examines historical changes, not current states, so assumptions about currentresolution orassigneevalues are invalid.
- * To ensure current states, additional conditions like resolution is EMPTY or assignee is EMPTY would be needed.
- * The query requires the user to have Browse Projectspermission for the relevant projects.

Atlassian Support Documentation: Advanced searching - operators reference Atlassian Support Documentation: Advanced searching - fields reference Atlassian Support Documentation: Search for issues using JQL

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. The other level is marked as the default.
- B. Andre does not have Set Issue Security permission.
- C. The other level is configured for different issue types.
- D. Andre does not have Edit Issues permission.
- E. Andre is not in a group or project role.

Answer: B

Explanation:

In a company-managed project with issue-level security configured, the Security Leveldropdown 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):
- * TheSet Issue Securitypermission 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 Levelfield 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: TheSet Issue Securitypermission is directly responsible for allowing users to interact with theSecurity Levelfield. 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 Securitypermission 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 Leveldropdown 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 Leveldropdown 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 Issuespermission allows users to modify issue fields, but the Security Levelfield 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 Levelfield. (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, theSet 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

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. Priority
- D. Epic Link
- E. Reporter

Answer: C,E

Explanation:

The question pertains to configuring a "Create a new issue or add a comment to an existing issue" mail handlerin 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):
- * TheReporterfield 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 Watchersfield 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 JiraAutomation 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 sone 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.

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 #54

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