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ACP-420

Managing Jira Service Projects for Cloud



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Question: 1

Where can you view the roles assigned to team members within a project?

Response:

- A. In the project's 'People' section
- B. In the global settings
- C. On the user's profile page
- D. In the issue navigator

Answer: A

Question: 2

Who typically has the permissions to add announcements to the Customer Portal?

Response:

- A. All users
- B. Customers only
- C. Agents with admin permissions
- D. External contractors

Answer: C

Question: 3

A company-managed service project has the two request types shown. Inge runs a bulk edit operation to change some issues from one request type to the other. When she views them on the customer portal, she discovers that their status changed. Why did this happen?

Response:

- A. The request types have different workflows.
- B. The associated issue types have different workflows.
- C. The request types have different status names to show customers.
- D. The issue types have different issue security levels.
- E. The request types have different display names in the Visible fields section.

Answer: C

Question: 4

Which statement is true about changing the project key?

Response:

- A. The change of the project key will be visible to customers in the portal.
- B. The space key of connected knowledge bases will be updated to reflect the change.
- C. Internal Jira links referencing issues by the old key will no longer work.
- D. Queues added to the project will need to be updated to reflect the change.

Answer: A

Question: 5

Review Deba's permissions:

- Jira Service Management product access
- Administer Projects permission in ITSM project
- no global permissions

What two actions can Deba do?

(Choose two.)

Response:

- A. customize the Jira Service Management default workflow
- B. add and delete organizations in ITSM project
- C. add and remove customers in organizations in the ITSM project
- D. add users to the Service Desk Team project role
- E. grant users Jira Service Management product access
- F. allow customers to create their own accounts

Answer: C,D

Question: 6

Up to now, your service projects were used by internal employees only. Everyone, including both agents and internal customers, received only standard Jira notifications when issue events occurred.

Now, external customers will begin using the projects. You want them to receive only Jira Service Management notifications and only when their requests are resolved.

Identify the two configurations that must be changed to meet the requirement?

(Choose two.)

Response:

- A. notification schemes

- B. System User Default Settings
- C. project customer notifications
- D. personal settings
- E. global Jira Service Management configuration

Answer: C,E

Question: 7

Your company is preparing to implement Jira Service Management and has a list of requirements for email support in their first service project, HRSM. All of the requirements can be satisfied except for one. Identify that one requirement.

Response:

- A. Allow customers to add anyone on the web as request participants when creating HRSM tickets through email.
- B. Configure the HRSM email request type with two hidden fields; Labels and Priority.
- C. Allow any email address from acme.com to create HRSM requests but block spam@fakeco.org.
- D. Allow customers to add error screenshots when creating HRSM tickets through email.
- E. Connect two custom email accounts for HRSM; one from Google and one from Microsoft.

Answer: E

Question: 8

Sam sees three knowledge base articles related to one of his assigned tickets. However, the 'Share as comment' option is disabled for one of them. What is the root cause?

Response:

- A. The space that contains the article has been archived.
- B. Restricted pages cannot be shared in customer comments.
- C. Sam is not an agent in the project the issue belongs to.
- D. Comment visibility on that article is set to 'Internal Only'.
- E. Sam does not have the 'Add comment' space permission.

Answer: B

Question: 9

Valerie is working in a project created from the ITSM project template. She created an incident using an issue type, rather than a request type. Predict two effects of her decision.

(Choose two.)

Response:

- A. The incident will not be shown in the default 'Open incidents' queue.
- B. The incident cannot be upgraded to a major incident.
- C. Request participants cannot be added to the incident.
- D. The incident will not be shown in the default 'All open tickets' queue.

Answer: A,B

Question: 10

Which three are advanced options available when configuring custom automation rules in Jira?

Response:

- A. JSON field editing
- B. Real-time performance monitoring
- C. Branch rule processing
- D. Using smart values in conditions
- E. Historical data analysis

Answer: A,C,D

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