

ATLASSIAN

ACP-420

Atlassian Managing Jira Projects for Cloud



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Product Version

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Latest Version: 6.1

Question: 1

How can agents efficiently use the feature to share articles as comments with customers?

- A. By copying and pasting the URL
- B. By using the 'Share as comment' feature
- C. By emailing the link separately
- D. By asking customers to search the help center

Answer: B

Question: 2

What is the main benefit of grouping customers into organizations?

- A. Easier global permissions management
- B. It automatically assigns them to all projects
- C. Simplifies communication and management of permissions
- D. None; it's merely for sorting purposes

Answer: C

Question: 3

Which of the following is not a part of managing project roles?

- A. Assigning users to roles
- B. Creating new roles at the project level
- C. Managing role permissions
- D. Setting up global permissions

Answer: D

Question: 4

What is a key difference between internal and external comments?

- A. Internal comments can be seen by all users
- B. External comments are visible only to project admins
- C. Internal comments are only visible to team members within your organization
- D. There is no difference

Answer: C

Question: 5

What is an effective strategy for setting up notifications for team members?

- A. Enable all notifications for transparency
- B. Customize notifications based on role and project involvement
- C. Disable all notifications to avoid distraction
- D. Only enable notifications for project leads

Answer: B

Question: 6

How can you create a new issue in a Jira Service Project?

- A. Right-click on the dashboard
- B. Use the 'Create' button on the top menu
- C. Send an email to the project admin
- D. All of the above

Answer: B

Question: 7

Categories help _____ articles in a way that makes them easier to find.

- A. hide
- B. delete
- C. organize
- D. duplicate

Answer: C

Question: 8

When might an administrator choose to unlink a Confluence space from a Jira service project?

- A. When the project is completed
- B. When the linked space is no longer relevant
- C. When there is too much traffic on the site
- D. All of the above

Answer: B

Question: 9

What is the main functionality provided by integrating Jira Service Management with Halp?

- A. Automated SLA tracking
- B. Creating tickets from Slack conversations
- C. Managing project resources
- D. Real-time customer feedback analysis

Answer: B

Question: 10

A portion of the permission scheme used by project HELP is shown:

Permission	Granted to
Administer Projects	Project Role (Administrators)
Browse Projects	Project Role (Users) Project Role (Service Desk Team)
Service Desk Agent	Project Role (Service Desk Team) Project Role (Managers)
Add Comments	Project Role (Service Desk Team)

Mike viewed and commented on issue HELP-5, but complained that he cannot see the SLA information. Others can.

What does Mike definitely need?

- A. Project Role (Administrators)
- B. Project Role (Users)
- C. Project Role (Service Desk Team)
- D. Project Role (Managers)
- E. Jira Service Management product access

Answer: E

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