ATLASSIAN
ACA-925
Jira Service Management Agent Essentials

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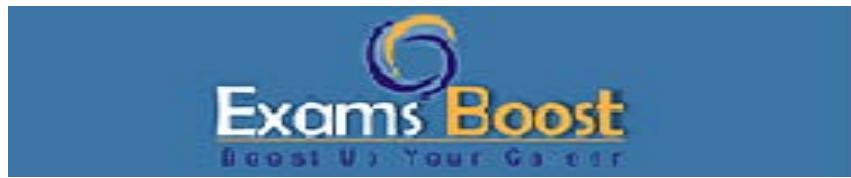
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Question: 1

Agents can use functionality within Jira Service Management that is specially designed to track inventory, such as licenses for thousands of products in the service catalogue. Identify this functionality.
Response:

A. Asset objects
B. Label fields
C. Request types
D. Internal forms

Answer: A

Question: 2

An agent needs to directly cancel a ticket. What action should the agent take?
Response:

A. Set the value in the Resolution field.
B. Select "Cancel" from the Status dropdown.
C. Update the request type of the ticket.
D. Comment on the ticket that it should be closed.

Answer: B

Question: 3

While looking at his ticket, agent Martin determines that it poses a severe disruption and requires an urgent response. He should use a feature specially designed to visually distinguish the ticket and move it to a dedicated queue. What should he do?
Response:

A. Turn on the Major incident toggle.
B. Create an alert.
C. Transition to Escalated.
D. Edit the Impact level.

Answer: A

Question: 4

Two tickets are created that meet the same criteria for an SL
A. One was created in the middle of the night and the other just before the start of business. Nothing further happens to either ticket but they breach after different amounts of time. What explains the difference in behavior?
Response:
A. The start condition
B. The pause condition
C. The stop condition
D. The calendar
E. The time target

Answer: D

Question: 5

Which action was definitely performed by a human agent versus the virtual agent in Jira Service Management?
Response:

A. A Slack response.
B. An article suggestion.
C. An on-call schedule review.
D. A service request creation.

Answer: C

Question: 6

Customers are creating a lot of requests rather than consulting the knowledge base. The team would like to see the performance of knowledge base articles. Which out-of-box report provides this information?
Response:

A. Requests deflected
B. Workload report
C. Service requests
D. SLA Success Rate

Answer: A

Question: 7

Incoming requests are automatically assigned to an agent as soon as their queue falls below ten requests. What is causing this?
Response:

A. Queue configuration
B. Automation rule
C. Board columns
D. On-call schedule

Answer: B

Question: 8

Ann is an agent and Clara is a customer. Which action can be performed only by Ann?
Response:

A. Cancel a ticket
B. View an object graph
C. Search for an article
D. Submit a form

Answer: B

Question: 9

On certain tickets, agents see a section that includes "Risk Questionnaire" and can choose the action to "Open customer edits". What is the correct term for "Risk Questionnaire" in Jira Service Management?
Response:

A. Issue type
B. Request type
C. Form
D. Screen
E. Field

Answer: C

Question: 10

Which action can customers take when viewing the request list on the customer portal?
Response:

A. Change list columns.
B. Add a priority.
C. Filter list by project.
D. Change the Reporter.

Answer: A

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