PASS QUESTION

# PRACTICE QUESTIONS

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**Exam** : **ACP-420**

**Title** : Atlassian Managing Jira Projects for Cloud

**Version** : DEMO

1.Customers must be able to select the related service when creating a request.
They should only be able to see the services to which their organization has access.
Project admin Pam must meet these requirements using a scalable solution.
What should Pam do?
A. Create request types for each service.
B. Add the Entitlement field to the request type.
C. Modify customer permissions.
D. Create a select list custom field with a list of services.
**Answer:** B

2.Your project has four automation rules configured.
One of them delivers the most value in terms of improving customer experience, because tickets are more likely to be resolved on time.
Identify that rule.
A. Send notifications that tickets are about to breach their SLA.
B. Reopen resolved tickets when a customer comments.
C. Automatically link tickets created by the same customer.
D. Automatically close tickets five days after resolution.
**Answer:** A

3.You are configuring the virtual service agent for your project.
While the Settings page is visible, the Intent option is not available.
Identify the reason.
A. Channel access is set to restricted.
B. Atlassian Intelligence is not enabled.
C. JSM product is on the Standard plan.
D. You have not connected available chat options.
**Answer:** B

4.You are using Atlassian Intelligence answers with the virtual agent.
Customers are finding that none of their questions are being answered with knowledge base articles.
Identify the root cause.
A. Knowledge base view setting is set to “Only Confluence users”.
B. Confluence space settings do not allow anonymous access.
C. The low confidence branch in the Match Intent Standard flow is not yet configured.
D. Customers do not have a Confluence license.
**Answer:** B

5.Which configuration can be done by an agent within a customer portal?
A. Update a help center announcement.
B. Feature a service project.
C. Add a new project to the landing page.
D. Implement a different color scheme.
**Answer:** B