



# ATLASSIAN ACP-420 STUDY GUIDE PDF

Grab the Atlassian Managing Jira Service Projects for Cloud  
Certification PDF Questions & Answers

[Details of the Exam-Syllabus-Questions](#)

**ACP-420**

**[Atlassian Certified Professional - Managing Jira Service Projects for Cloud  
\(ACP-MJSP\)](#)**

**70 Questions Exam – 60% Cut Score – Duration of 180 minutes**

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## Get an Overview of the ACP-420 Certification:

Who should take the [ACP-420 exam](#)? This is the first question that comes to a candidate's mind when preparing for the Managing Jira Service Projects for Cloud certification. The ACP-420 certification is suitable for candidates who are keen to earn knowledge on the Cloud and grab their Atlassian Certified Professional - Managing Jira Service Projects for Cloud (ACP-MJSP). When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But ACP-420 study guide PDF is here to solve the problem. ACP-420 PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

## Why Should You Earn the Atlassian ACP-420 Certification?

There are several reasons why one should grab the ACP-420 certification.

- The Managing Jira Service Projects for Cloud certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the [Atlassian Certified Professional - Managing Jira Service Projects for Cloud \(ACP-MJSP\)](#) is a powerful qualification for a prosperous career.

# What Is the Atlassian ACP-420 Managing Jira Service Projects for Cloud Certification Exam Structure?

Exam Name	Atlassian Certified Professional - Managing Jira Service Projects for Cloud (ACP-MJSP)
Exam Code	ACP-420
Exam Price	\$249 (USD)
Duration	180 mins
Number of Questions	70
Passing Score	60%
Books / Training	<a href="#">Recommended experience and training</a>
Schedule Exam	<a href="#">Certmetrics</a>
Sample Questions	<a href="#">Atlassian Managing Jira Service Projects for Cloud Sample Questions</a>
Practice Exam	<a href="#">Atlassian ACP-420 Certification Practice Exam</a>

## Enhance Knowledge with ACP-420 Sample Questions:

### Question: 1

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.)

- 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: 2**

**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?**

- 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: 3**

**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?**

- 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: 4**

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.)

- 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: 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.)**

- 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**

Which statement is true about changing the project key?

- 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: 7**

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

- 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**

**Question: 8**

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

- a) All users
- b) Customers only
- c) Agents with admin permissions
- d) External contractors

**Answer: c**

**Question: 9**

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

- 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: 10**

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.

- 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**

## What Study Guide Works Best in Acing the Atlassian ACP-420 Managing Jira Service Projects for Cloud Certification?

The ACP-420 study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.



## **Explore the Syllabus Topics and Learn from the Core:**

If you are determined to earn success in the Managing Jira Service Projects for Cloud exam, getting in full touch of the [syllabus](#) is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

## **Make Your Schedule:**

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

## **Get Expert Advice from the Training:**

Do not forget to join the Atlassian ACP-420 training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

## **Get Access to the PDF Sample Questions:**

If your study material is in a [PDF format](#) or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

## **Avoid Dumps and Utilize the Atlassian ACP-420 Practice Test:**

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, ACP-420 practice tests always stand out to be the better choice than dumps PDF.

## Avail the Proven ACP-420 Practice Test for Success!!!

Do you want to pass the ACP-420 exam on your first attempt? Stop worrying; we, CertFun.com are here to provide you the best experience during your Atlassian Managing Jira Service Projects for Cloud preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium [ACP-420 practice tests](#). Our expert-designed questions help you to improve performance and pass the exam on your first attempt.