ATLASSIAN ACA-925 STUDY GUIDE PDF

Grab the Atlassian Jira Service Management Agent Essentials Certification PDF Questions & Answers

Details of the Exam-Syllabus-Questions

ACA-925

Atlassian Certified Associate - Jira Service Management Agent Essentials (ACA-JSMAE)

30 Questions Exam – 68% Cut Score – Duration of 60 minutes

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Get an Overview of the ACA-925 Certification:

Who should take the **ACA-925 exam**? This is the first question that comes to a candidate's mind when preparing for the Jira Service Management Agent Essentials certification. The ACA-925 certification is suitable for candidates who are keen to earn knowledge on the Jira service management and grab their ACA-JSMAE. When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But ACA-925 study guide PDF is here to solve the problem. ACA-925 PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

Why Should You Earn the Atlassian ACA-925 Certification?

There are several reasons why one should grab the ACA-925 certification.

- The Jira Service Management Agent Essentials 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 Associate - Jira Service Management Agent Essentials (ACA-JSMAE)** is a powerful qualification for a prosperous career.

What Is the Atlassian ACA-925 Jira Service Management Agent Essentials Certification Exam Structure?

Exam Name	Atlassian Certified Associate - Jira Service Management Agent Essentials (ACA-JSMAE)
Exam Code	ACA-925
Exam Price	$100 (USD)
Duration	60 mins
Number of Questions	30
Passing Score	68%
Books / Training	Prepare for the Jira Service Management Agent Essentials certification
Schedule Exam	Certmetrics
Sample Questions	Atlassian Jira Service Management Agent Essentials Sample Questions
Practice Exam	**Atlassian ACA-925 Certification Practice Exam**

Enhance Knowledge with ACA-925 Sample Questions:

Question: 1

Two tickets are created that meet the same criteria for an SLA. 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?

a) The start condition

b) The pause condition

c) The stop condition

d) The calendar

e) The time target

Answer: d

Question: 2

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?

a) Turn on the Major incident toggle.

b) Create an alert.

c) Transition to Escalated.

d) Edit the Impact level.

Answer: a

Question: 3

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?

a) Workload report

b) Requests deflected

c) Service requests

d) SLA Success Rate

Answer: b

Question: 4

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

a) Set the value in the Resolution field.

b) Update the request type of the ticket.

c) Select "Cancel" from the Status dropdown.

d) Comment on the ticket that it should be closed.

Answer: c

Question: 5

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

a) Change list columns.

b) Add a priority.

c) Filter list by project.

d) Change the Reporter.

Answer: a

Question: 6

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.

a) Label fields

b) Asset objects

c) Request types

d) Internal forms

Answer: b

Question: 7

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?

a) Issue type

b) Request type

c) Form

d) Screen

e) Field

Answer: c

Question: 8

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

a) A Slack response.

b) An article suggestion.

c) A service request creation.

d) An on-call schedule review.

Answer: d

Question: 9

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

a) Cancel a ticket

b) View an object graph

c) Search for an article

d) Submit a form

Answer: b

Question: 10

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

a) Queue configuration

b) Board columns

c) Automation rule

d) On-call schedule

Answer: c

What Study Guide Works Best in Acing the Atlassian ACA-925 Jira Service Management Agent Essentials Certification?

The ACA-925 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 Jira Service Management Agent Essentials 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 ACA-925 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 ACA-925 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, ACA-925 practice tests always stand out to be the better choice than dumps PDF.

Avail the Proven ACA-925 Practice Test for Success!!!

Do you want to pass the ACA-925 exam on your first attempt? Stop worrying; we, CertFun.com are here to provide you the best experience during your Atlassian Jira Service Management Agent Essentials preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium **ACA-925 practice tests**. Our expert-designed questions help you to improve performance and pass the exam on your first attempt.