

Atlassian ACA-930

Atlassian Loom Essentials

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Question: 1

Jira Service Management is primarily designed to help teams manage:

- A. Source code repositories
- B. IT service requests and incidents
- C. Marketing campaigns
- D. Financial accounting systems

Answer: B

Explanation:

Jira Service Management (JSM) is built for managing ITSM processes such as incidents, service requests, and changes. It enables support teams to track, resolve, and report on service-related issues effectively.

Question: 2

In Jira Service Management, a request type is linked to:

- A. A workflow only
- B. An issue type
- C. A dashboard gadget
- D. A Confluence space

Answer: B

Explanation:

Each request type in JSM is mapped to an underlying Jira issue type. This allows administrators to control how requests appear in the portal while maintaining backend issue tracking consistency.

Question: 3

The primary purpose of queues in JSM is to:

- A. Store knowledge base articles
- B. Organize and prioritize issues for agents
- C. Create automation rules
- D. Manage user permissions

Answer: B

Explanation:

Queues help agents filter and prioritize incoming requests based on criteria such as status, priority, or SLA. They provide visibility into work that requires attention.

Question: 4

Which feature allows tracking of response and resolution times?

- A. Dashboards

- B. SLAs
- C. Worklogs
- D. Components

Answer: B

Explanation:

Service Level Agreements (SLAs) measure time-based goals like first response or resolution time. They help teams monitor performance against defined service targets.

Question: 5

An automation rule in JSM always begins with a:

- A. Condition
- B. Trigger
- C. Action
- D. Validator

Answer: B

Explanation:

Automation rules start with a trigger that initiates the rule, such as issue creation or transition. After the trigger, conditions and actions are evaluated.

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