ACP-220 Confluence Administration for Cloud Exam Topics

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Access and permissions 21% of the exam 🔗

1.1 Distinguish administration types

- Interpret requirements to know when to request app admin access from org admins for Confluence sites
- Add additional space admins to spaces
- Recognize that app admins can always manage space access

1.2 Provide and troubleshoot Confluence site access

- Enable anonymous access to use Confluence and view user profiles through site and space administration and understand its implications
- Recognize when an org admin or user access admin needs to be solicited to grant limited license-free guest access within the total user count of the license tier
- Recognize when an org admin or user access admin needs to be solicited to grant a user license

1.3 Grant space access and permissions

- Add unlicensed guests as participants to a single designated space
- Enable public links for specific spaces to let people without access to Confluence view content
- Determine who has space access to view its content and delete own pages
- Set permissions around who can create space content and comments and who can add restrictions and export and administer the space
- Grant users the ability to edit pages through the add pages space permission
- Copy permissions from another space
- Recover space permissions for oneself
- Restore default permissions for a space

1.4 Troubleshoot permissions

- Identify and troubleshoot scenarios where page restrictions supersede space permissions, including view permissions inherited as a result of parent pages
- Recognize that users' permissions may change for content moved across spaces
- Troubleshoot the include page and insert excerpt macros to ensure that users have permissions to view content referenced in multiple spaces
- Troubleshoot permission changes after restoring a space's permissions to site defaults
- Identify and troubleshoot user settings
- Know that the admin key can be used to bypass page restrictions for admins, but is only available in the Premium and Enterprise plans
- Recognize that space permissions granted directly to a user and/or acquired from multiple groups are additive and therefore a user could get different permissions from different sources

Site Configuration 13% of the exam

2.1 Set general configuration

- Set the Confluence landing page and configure company hub
- Configure date and time formats used across the site
- Determine maximum attachment sizes and number allowed per upload
- Determine the global default language

2.2 Configure notifications and shortcut links

- Enable and disable recommendation email with weekly content updates
- Customize the email domain sending Confluence emails
- Understand that notifications can be fine tuned further by end users

2.3 Manage and configure templates and blueprints

- Be able to interpret requirements to determine if a blueprint or a template is needed
- Create templates from existing blueprints for reasons such as to simplify the page tree and to ensure that cloud updates don't affect these changes
- Create templates using predefined content, labels, and variables for individual spaces or global use
- Enable and disable global blueprints
- Understand that blueprints are sets of templates which may include one or multiple pages
- Use the Create from Template macro to standardize creation of documents with a specific template

Security and Data Management 11% of the exam

3.1 Security

- Hide external links from search engines
- Establish global permissions that allow members of user groups to create spaces and manage their own personal space
- Set default permissions for new spaces
- Allow public links in all new spaces
- Set permissions for group access to analytics tab

3.2 Data Management

- Find pages that correspond to macro usage, including as evaluation for removing unused apps or apps with overlapping functionality
- Generate space reports to evaluate specific spaces' activity and size
- Import/export, backup, archive, delete, and restore Confluence data including entire spaces
- Prepare for potentially restoring deleted spaces and reinstating global configurations with site backups
- Configure application links at both the site and space level
- Configure the application navigator to enable users a method to open other apps

Look and Feel 8% of the exam

4.1 Site Look and Feel Standardization

- Customize navigation with logos and color schemes
- Set themes for spaces
- Set site-wide header and footer
- Standardize PDF export format
- Replace default space logo with company logo
- Add banner announcements for all Confluence users within the site

4.2 Space Customizations

- Create space specific templates and promote them as needed to the "Featured" and "Promoted" categories in the template browser
- Set the themes for the space
- Customize layout and PDF export for the space

Space Setup and General Settings 15% of the exam

5.1 Create space

- Interpret requirements to determine which space features to enable
- Create a new space from templates in order to pre-populate pages and auto-determine default features enabled
- Select permissions so that the space is only visible to the space creator, uses the default permissions, or copies permissions from another space
- Name the new space, choose the icon, and customize the space key

5.2 Set space details and configuration

- Set the name, key, categories, description, and home page
- Configure additional space permissions including adding additional space admins
- Manage content status options available to users
- Enable and disable avatars on published content
- Control auto-suggestions for related pages
- Enable and disable space features (Blogs, automation, analytics, calendars, content manager, smart links, databases, whiteboards, folders, shortcuts, apps)
- Archive, delete, change owner, change status, and run automation for content selected directly within the content manager
- Transfer page ownership for deactivated accounts
- Enable space to automatically convert all pages that are eligible for full conversion to the new editor

5.3 Move space data

- Export space content in a CSV, HTML, XML, or PDF format
- Move pages between spaces and troubleshoot and modify permissions in each space as needed
- Utilize the include page and insert excerpt macros as alternatives to moving or copying content

Content Administration 13% of the exam

6.1 Managing the page tree and space content

- Restore archived/deleted content (in trash) to the space root, then move it back to its original location to restore permissions and sidebar access
- Organize pages under other pages or within a folder

- Reorder content from the space settings
- Ensure that users needing to reorder pages have the 'Add' permission for the space and 'View' permission on the relevant pages and parent pages
- Move entire branches of the page tree by moving the parent page
- Review list of attachments used throughout the space and add and filter by labels

6.2 Removing content and finding missing content

- Archive pages and spaces to remove them from the page hierarchy and searches
- Delete spaces and pages to move content to trash and then remove permanently when the trash is purged
- Understand how deleting a page affects incoming links and macros referencing the page in other pages, as well as child pages
- Find missing pages through space setting lists for hidden pages, archived pages, and restricted pages and modify page restrictions as necessary
- Enable efficient searching by recommending labels for related content
- Know the conditions that cause "undefined" links, and be able to locate them in Space settings
- Troubleshoot pages not found within the hierarchy of the homepage

Automation rules 11% of the exam

7.1 Recommend automation rules to meet business requirements

- Creating set of child pages when a folder is created
- If a certain label is added to the page, then an AI summary is sent to attendees

7.2 Configure automation rules

- Import and export rules
- Enable users to add smart buttons with automation rules to pages they can edit
- Know the parts of an automation rule - triggers, conditions, actions, branch rule

7.3 Analyze and troubleshoot automation rules

- Interpret requirements to create and modify rules
- Recognize implications of configuring an automation rule for a single space versus multiple spaces
- Troubleshoot errors using the audit log including the use of the log action function
- Transfer ownership of automation rules to receive updates on errors that occur during rule execution
- Analyze automation actor permissions to ensure proper automation performance
- Monitor automation usage and usage trends to stay within plan limits

Monitor Confluence Site Performance 7% of the exam

8.1 Analyze Mission Control and Analytics

- Analyze trends in views to understand how site is being utilized
- Monitor total number of spaces, content, and Confluence searches for unusual spikes
- Monitor Confluence access, especially for guests
- Monitor pages without active owners
- Organize page content and labels based on most searched terms

8.2 Track changes through the Audit Log

- Filter log results by date range to identify causes of changes

- Configure audit log settings to set the amount of time that log data is preserved for

- Filter log results by keywords including specific users, event types, and changes