



[Feature Request](#) > [Let agents confirm certain urgency levels](#) < [مركز المساعدة](#) < [اقتراحات](#)

Let agents confirm certain urgency levels Collecting Feedback

- Trendfire
- اسم المنتدى: # Feature Request

Some agents tend to set the urgency to 7,8,9 on all tickets because they have some strange feeling that tells them that everything they work on is urgent :-)

Of course it is possible to change the urgency to a regular level depending on the ticket content - but this always causes discussions.

It would be great to have the possibility to prompt agents when they set a certain urgency level. Example: "You are trying to set the urgency level to 9 - this is only appropriate for severe problems which (...). Are you sure? Yes/No"

. The administrator should be able to define the question and to enable or disable the prompt per urgency level