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Let agents confirm certain urgency levels Collecting Feedback

Trendfire •

Feature Request# **اسم المنتدى:** •

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