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Prevent urgency changes by agents Collecting Feedback

- HP Humberto Pomales
- اسم المنتدى: # Feature Request

.Is there a way to prevent Agents from modifying the Urgency field and have it act as only read-only

تعليقات (٢)

HP Humberto Pomales

منذ 6 سنوات

.We need this too

C Christian

منذ 5 سنوات

Agreed, only the system should be setting the Urgency based on a time criteria