



[Feature Request](#) > [Prevent urgency changes by agents](#) < [مركز المساعدة](#) < [اقتراحات](#)

## 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 5 سنوات

.We need this too

C Christian

منذ 5 سنوات

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