Feature Request > Prevent urgency changes by agents > اقتراحات > مركز المساعدة
Prevent urgency changes by agents Collecting Feedback

- 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)

Humberto Pomales

منذ 4 سنوات

We need this too.

Christian

منذ 3 سنوات

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