Deskpro

Prevent urgency changes by agents Collecting Feedback

- Humberto Pomales
- **Име на форума:** #Feature Request

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

Коментари (2)

Humberto Pomales

преди 4 години

We need this too.

Christian

преди 3 години

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