



[Help Center](#) > [Připomínka](#) > [Feature Request](#) > [Prevent urgency changes by agents](#)

Prevent urgency changes by agents Collecting Feedback

- Humberto Pomales
- **Forum name:** #Feature Request

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

Comments (2)

**Humberto Pomales**

4 roky nazpět

We need this too.

**Christian**

4 roky nazpět

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