



[Hjælpecenter](#) > [Community](#) > [Feature Request](#) > [Prevent urgency changes by agents](#)

Prevent urgency changes by agents Collecting Feedback

- HP Humberto Pomales
- **Navn på forum:** #Feature Request

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

Kommentarer (2)

HP Humberto Pomales

6 år siden

We need this too.

C Christian

5 år siden

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