Prevent urgency changes by agents Collecting Feedback

- HP Humberto Pomales
- **Forenname: #**Feature Request

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

Kommentare (2)

HP **Humberto Pomales**
vor 5 Jahren
We need this too.
C **Christian**
vor 5 Jahren
Agreed, only the system should be setting the Urgency based on a time criteria