Deskpro

Prevent urgency changes by agents Collecting Feedback

- 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)

Humberto Pomales

vor 4 Jahren

We need this too.

Christian

vor 3 Jahren

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