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## Prevent urgency changes by agents Collecting Feedback

- HP Humberto Pomales
- **Όνομα φόρουμ:** #Feature Request

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

### Σχόλια (2)

**HP Humberto Pomales**

πριν από 6 χρόνια

We need this too.

**C Christian**

πριν από 5 χρόνια

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