Deskpro

Prevent urgency changes by agents Collecting Feedback

- 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)

Humberto Pomales

πριν από 4 χρόνια

We need this too.

Christian

πριν από 3 χρόνια

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