



[Κέντρο Εξυπηρέτησης](#) > [Κοινότητα](#) > [Feature Request](#) > [Prevent urgency changes by agents](#)

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