



[Help Centre](#) > [Community](#) > [Feature Request](#) > [See Urgency of ticket when set to Awaiting User and Resolved](#)

## See Urgency of ticket when set to Awaiting User and Resolved Finished

- NK Nik Kov
- **Forum name:** #Feature Request

Please enable the ability to show the urgency of a ticket even after it is awaiting user or resolved, currently you have to toggle the status to awaiting agent to see what the urgency was.

### Comment (1)

RM **Resha McDonald**

3 years ago

Hi Nik, Thank you for this feature request and much apologies for the delay, this is something you can now do in Horizon! Resha