



<u>Help Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>Let agents confirm certain urgency levels</u>

## Let agents confirm certain urgency levels Collecting Feedback

- Trendfire
- Forum name: #Feature Request

Some agents tend to set the urgency to 7,8,9 on all tickets because they have some strange feeling that tells them that everything they work on is urgent :-)

Of course it is possible to change the urgency to a regular level depending on the ticket content - but this always causes discussions.

It would be great to have the possibility to prompt agents when they set a certain urgency level. Example: "You are trying to set the urgency level to 9 - this is only appropriate for severe problems which (...). Are you sure? Yes/No"

The administrator should be able to define the question and to enable or disable the prompt per urgency level .