



Help Center > 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

2 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