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Prevent urgency changes by agents Collecting Feedback

- HP Humberto Pomales
- **Nombre del foro:** #Feature Request

Is there a way to prevent Agents from modifying the Urgency field and have it act as only read-only.

Comentarios (2)

HP **Humberto Pomales**
6 years ago
We need this too.
C **Christian**
5 years ago
Agreed, only the system should be setting the Urgency based on a time criteria