Deskpro

Prevent urgency changes by agents Collecting Feedback

Humberto Pomales •

Forum name: #Feature Request •

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

(Comments (۲

Humberto Pomales

4 سال پیش

We need this too.

Christian

3 سال پیش

Agreed, only the system should be setting the Urgency based on a time criteria