



[Feature Request](#) > [See Urgency of ticket when set to](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)
[Awaiting User and Resolved](#)

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

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

Resha McDonald

1 سال پیش

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