



[Centre d'aide](#) > [Communauté](#) > [Feature Request](#) > [Prevent urgency changes by agents](#)

## Prevent urgency changes by agents Collecting Feedback

- HP Humberto Pomales
- **Nom du forum:** #Feature Request

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

### Commentaires (2)

**HP Humberto Pomales**

il y a 6 ans

We need this too.

**C Christian**

il y a 5 ans

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