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Prevent urgency changes by agents Collecting Feedback



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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)



Humberto Pomaes

il y a 5 ans

We need this too.



Christian

il y a 4 ans

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