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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 (2)

Humberto Pomales

4 years ago

We need this too.

Christian

4 years ago

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