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



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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

2 years ago

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