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Prevent urgency changes by agents Collecting Feedback

- Humberto Pomales
- **Nome del forum:** #Feature Request

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

Commenti (2)

**Humberto Pomales**

4 anni fa

We need this too.

**Christian**

3 anni fa

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