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## Prevent urgency changes by agents Collecting Feedback

- HP Humberto Pomaes
- 포럼 이름: #Feature Request

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

### 댓글 (2)

**HP Humberto Pomaes**

6 년 전

We need this too.

**C Christian**

5 년 전

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