



[Help Center](#) > [피드백](#) > [Feature Request](#) > [See Urgency of ticket when set to Awaiting User and Resolved](#)

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

- 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.

Comments (1)

Resha McDonald

1 년 전

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