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Locking 'ordered by' for agents Collecting Feedback

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- **Naam forum:** #Feature Request

The ability for an admin to set and lock the 'ordered by' option for agents so that the agents cannot choose another 'ordered by' option.

E.g. in the screenshot locking it as 'Urgency (Highest-Lowest)'.

A screenshot of a web-based ticket management system. At the top, a blue header bar contains a white envelope icon and the text '11 TICKETS'. Below this, a search bar has the placeholder 'Search...'. Underneath the search bar, there are two filter dropdowns: 'Ordered by' set to 'Urgency (Highest-Lowest)' and 'grouped by' set to 'Agent Team'. At the bottom of the interface, there is a checkbox labeled '0 selected'.