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Locking 'ordered by' for agents Collecting Feedback

- ND Niall Dunphy
- **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)'.

The screenshot shows a user interface for managing tickets. At the top, there is a blue button with a white envelope icon and the text "11 TICKETS". Below this, there are two dropdown menus. The first is labeled "Ordered by" and has "Urgency (Highest-Lowest)" selected with a downward arrow. The second is labeled "grouped by" and has "Agent Team" selected with a downward arrow. At the bottom, there is a checkbox that is currently unchecked, followed by the text "0 selected".