Deskpro

[Hulpcentrum](#) > [Gemeenschap](#) > [Feature Request](#) > [Prevent urgency changes by agents](#)

Prevent urgency changes by agents Collecting Feedback

- Humberto Pomales
- **Naam forum:** #Feature Request

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

Reacties (2)

Humberto Pomales

4 jaar geleden

We need this too.

Christian

3 jaar geleden

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