



[Centro de Ajuda](#) > [Comunidade](#) > [Feature Request](#) > [Prevent urgency changes by agents](#)

Prevent urgency changes by agents Collecting Feedback

- HP Humberto Pomales
- **Nome do Fórum:** #Feature Request

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

Comentários (2)

HP Humberto Pomales

6 years ago

We need this too.

C Christian

5 years ago

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