Prevent urgency changes by agents Collecting Feedback

- Humberto Pomales
- **Forum name:** #Feature Request

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

Comments (2)

Humberto Pomales

pred 4 rokmi

We need this too.

Christian

pred 3 rokmi

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