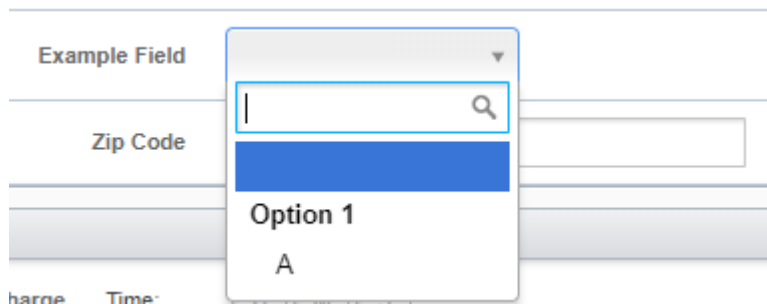


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Allow agents to filter all the nested custom field options in the top-level select box Collecting Feedback

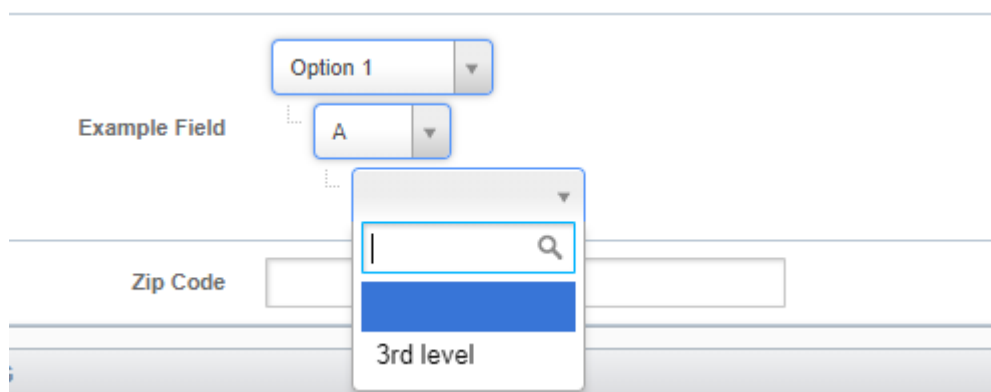
- TG Tyler Gelzaines
- **Forum name:** #Feature Request

When we have a custom field option with one nested sub-option, both options appear in the same select box in the agent interface, so our agents can type to search for either selection:



The screenshot shows a form with a label 'Example Field' and a search box. The search box has a magnifying glass icon and a dropdown menu. The dropdown menu is open, showing two options: 'Option 1' and 'A'. Below the search box, there is a label 'Zip Code' and a text input field. At the bottom left, there are labels 'Name' and 'Time'.

When we add a 3rd nesting level, the options are moved into their own select boxes and we aren't able to quickly filter the results in the top level box. We have to go through and manually select each option.



The screenshot shows a form with three nested select boxes. The first select box is labeled 'Option 1' and has a dropdown arrow. The second select box is labeled 'A' and also has a dropdown arrow. The third select box is labeled '3rd level' and has a dropdown arrow. Below the select boxes, there is a label 'Example Field' and a search box. Below the search box, there is a label 'Zip Code' and a text input field. At the bottom left, there is a label 'Name'.