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

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- **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 user interface with a search filter for 'Example Field'. The dropdown menu is open, displaying 'Option 1' and 'A'. Below it, a 'Zip Code' field is visible. The interface also shows 'name' and 'Time' labels.

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.

