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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 applied to a select box. The filter is a text input with a magnifying glass icon on the right. Below the input, a dropdown menu is open, displaying two options: "Option 1" and "A". The "Option 1" option is highlighted with a blue background. The text "Example Field" is visible above the select box, and "Zip Code" is visible below it. The text "name" and "Time" are visible at the bottom left of the interface.

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.

Option 1

▼

Example Field

A

▼

▼

Q

3rd level

Zip Code
