

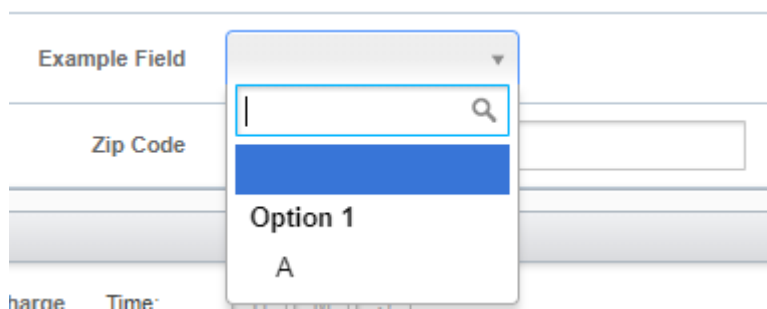


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Allow agents to filter all the nested custom field options in the top-level select box Collecting Feedback

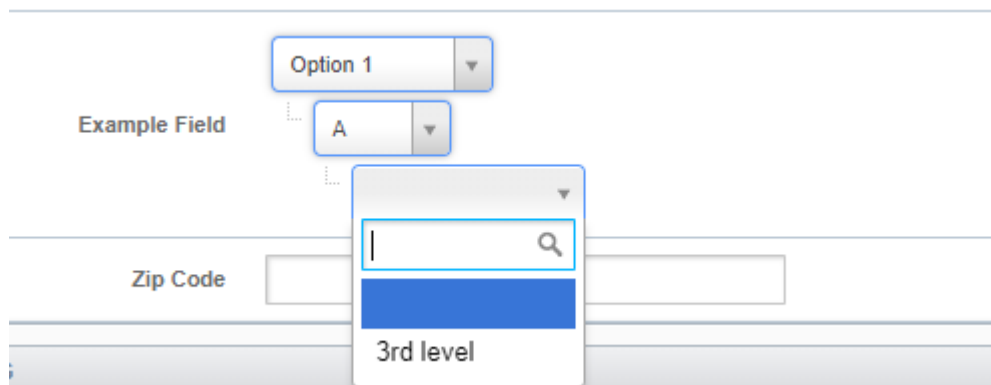
- TG Tyler Gelzaines
- **Forum name:** #Feature Request

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 select box. The select box is open, displaying two options: 'Option 1' and 'A'. Below the select box, there is a 'Zip Code' label and a text input field. At the bottom left, there are labels for '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 a label 'Example Field' and three nested select boxes. The first select box is open, displaying 'Option 1'. The second select box is open, displaying 'A'. The third select box is open, displaying '3rd level'. Below the select boxes, there is a 'Zip Code' label and a text input field. At the bottom left, there is a label for 'Name'.