

Search Solution Basics

Monday, August 08, 2016 10:28 AM

Choose the Right Search Solution

Search is the most-used tool Salesforce feature. It handles lemmatization, synonym groups, spell correction, and nicknames. Frequency, order, and uniqueness make up the search algorithm.

If your org uses a custom UI instead of the Salesforce UI, you need to implement a custom search solution.

Use SOQL when you know which objects or fields the data resides in. Use SOSL to retrieve multiple objects, fields, etc. based on a search term.

REST and SOAP api's send data to the server.

If you prefer REST search, consider Parameterized Search - more secure.

You can use the **Search** Class to perform dynamic SOSL queries and a Search Namespace for getting search results and suggestion results.

Build Search for Common Use Case

Single-object searches are best for users who need to quickly find the information they need and it only applies to one record type. If you don't specify a particular object after RETURNING statement, it won't show up in the results.

Use the __c suffix if searching for a custom object.

Optimize Search Results

Use the IN <SearchGroup> clause to limit which data is searched.

Syntax:

```
FIND {search term} RETURNING Object(Fieldname_1*, Fieldname_2*, ... Fieldname_n* Order By*  
Fieldname, Limit* integer Offset integer) WITH Data_Category
```

- Offset is the number of records that displays every pagination.

Suggested Results

Suggestions return records that have a title that matches with what the user is typing.

REST Resources:

- [Search Suggested Records](#)—Returns a list of suggested records whose names match the user's search string. The suggestions resource provides a shortcut for users to navigate directly to likely relevant records, before performing a full search.
- [Search Suggested Article Title Matches](#)—Returns a list of Salesforce Knowledge articles whose titles match the user's search query string. Provides a shortcut to navigate directly to likely relevant articles before the user performs a search.
- [Object Suggested Articles for Case](#)—Returns a list of suggested Salesforce Knowledge articles for

a case.