Implementing CRM for result tracking of a candidate with internal marks.

### If an object is not included in search results an administrator can check:

* Ensure the object has a tab created. Objects without a tab aren't returned in search results, see [**Create a Custom Object Tab**](https://help.salesforce.com/s/articleView?id=sf.creating_custom_object_tabs.htm&type=5&language=en_US) for more details.

* Tab visibility for the affected user's assigned profile is set to 'Default On' or 'Default Off' and **not** 'Tab Hidden'. See [**View and Edit Tab Settings in Permission Sets and Profiles**](https://help.salesforce.com/s/articleView?id=sf.users_tab_visibility.htm&type=5&language=en_US) for more details. **Note:**This does not apply to Activities (Task and Event) as they are still searchable with tab visibility set to 'Tab Hidden'.

* The object's 'Allow Search' attribute is enabled, see [**Manage Custom Objects**](https://help.salesforce.com/s/articleView?id=sf.dev_objectedit.htm&type=5&language=en_US) and [**Searchable Fields: Custom Object**](https://help.salesforce.com/s/articleView?id=sf.search_fields_custom_object.htm&type=5&language=en_US).

**Note:** By default, search is disabled for new custom objects and can be enabled through the object details page. However, in some circumstances support working in conjunction with an organization's administrator has deliberately disabled search on the object in order to improve search performance and indexing. That said, it’s important to confirm with your administrator whether this could be intentionally disabled before enabling it. See [**Guidelines for Making Search Faster**](https://help.salesforce.com/s/articleView?id=sf.search_index_considerations.htm&language=en_US&type=5) for more details.

Differences among users for which objects are included or returned in search can be the result of smart search as well as the user's assigned profile's tab settings.

Resolution

### There are a few reasons that established Users see differing objects returned in search results.

### **In Classic, Smart Search returns results for the objects that you use most frequently.**

* If the object isn't frequently used and not included in initial search results, users can click **Search All**or **View More**. These options expand the search to additional or desired objects that aren't automatically returned or scoped via smart search.

* To expand the search to other objects in Salesforce Classic, click **Search All**at the bottom of the list of objects in the left column within search results. If you don't see the 'Search All' option, global search doesn't have enough information about which objects you use, and results already include all objects. More information can be found in [**How Do I Refine Search Results in Salesforce Classic?**](https://help.salesforce.com/s/articleView?id=sf.search_refine_a.htm&language=en_US&type=5)

### **In Lightning Experience, each user's Top Results page includes the objects they use the most.**

* Click the **View More**link to see more results for an object. Reference: [**How Do I Refine Search Results in Lightning Experience?**](https://help.salesforce.com/s/articleView?id=sf.search_refine.htm&language=en_US&type=5)

* As an example, when a user performs a search in production they see a set of objects being included in their search results with the option to 'Search All'. Whereas in sandbox, they find that all objects are returned in search results. This difference in behavior is explained by smart search being able to scope the users' frequently used objects in production because that's where they're commonly working and using search. However, the search doesn’t have enough data to do the same in the sandbox since the user is not searching as frequently there as they are in production. This same explanation is also applicable for variations between different users in the same org.

* It is not possible to disable or configure these default search behaviors. However, as a workaround to seeing smart search results, users can pin objects (Classic only) in global search results. This is to ensure the object is automatically included in their results each time without having to click 'Search All' or 'View More.' To see this information in video format, watch [**Pin Objects in Classic to Improve LEX Search Results**](https://youtu.be/byC6ioDukzc).

Feel free to upvote this Idea in IdeaExchange to allow pinning of objects in LEX Global Search: [**Allow Pinning of Objects in Lightning Experience Global Search**](https://trailblazer.salesforce.com/ideaView?id=0873A000000cQnnQAE)

### For new users or users that have little to no activity in Salesforce for over 90 days:

* Default global search in Classic returns all objects (same results as clicking 'Search All').

* Default 'Top Results' in Lightning returns the objects that are set in the current Lightning App's navigation menu.

**Note:** Pinned objects in Classic can override the default objects returned previously and inadvertently limit the number of objects searched for new Users in Lightning. Pinning is not available on the search results page in Lightning Experience. However, if an object was pinned by a user in Classic this can influence the results in Lightning. This is true if they’re a new user or a user that has had little to no activity in Salesforce for over 90 days.  
  
To ensure pinned objects aren't restricting the number of objects displayed in initial search results in Lightning, switch to Classic and perform a search to unpin any potentially pinned objects. This allows objects returned in search to go back to their default behaviors previously. For more information, see [**Search: What’s Different or Not Available in Lightning Experience**](https://help.salesforce.com/s/articleView?id=sf.lex_gaps_limitations_search.htm&type=0&language=en_US) and [**How Is Search Different Between Lightning Experience, Salesforce Classic, and the Salesforce App?**](https://help.salesforce.com/s/articleView?id=sf.search_desktop_mobile_comp.htm&type=0&language=en_US)

An administrator can [**Customize the Salesforce App Navigation Menu**](https://help.salesforce.com/s/articleView?id=sf.salesforce_app_customize_nav_menu.htm&type=5&language=en_US) to include the object in question to the user's assigned app's navigation menu items. Doing this allows users to leverage the 'Limit search to' option as outlined in the [**See Instant Actionable Results as You Type**](https://help.salesforce.com/s/articleView?id=sf.search_einstein_enhanced_instant_results.htm&type=5&language=en_US) documentation to easily search for and find records in specific objects that wouldn't be returned in initial search results and without clicking 'Show More.'

In addition, you can consider promoting the Idea, [**Admin Control Over Search Top Results**](https://success.salesforce.com/ideaView?id=0873A000000lJf5QAE) so that we can have the ability to directly configure search results added with a future release of Salesforce.

The User entity (People in the search scope), will be searchable if either People or Profile tab is not set to Tab Hidden.

For more information on the factors that the search engine uses affecting the consistency of search results between users, review 

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[**Search in Salesforce (Lightning Experience)**](https://youtu.be/RkX5OmVgfIg)  
[**Searching in Salesforce**](https://youtu.be/NZWsrL1N3AE)