

Search for Records

To find a record, use global search at the top of the page. Filter and sort your search results to find what you need fast.

REQUIRED EDITIONS

Available in: both Salesforce Classic ([not available in all orgs \(articleView?id=overview_edition_lex_only.htm&type=5&language=en_US\)](#)) and Lightning Experience

Available in: **All Editions except Database.com**

Salesforce Search: Find Your Record Fast

Global search is always within easy reach at the top of the page so you can quickly find any searchable object in Salesforce. In Salesforce Classic, you can also use the sidebar search or advanced search.

Know which object you want to search for? In Lightning Experience, select the object in the dropdown list next to the global search box. You can also type the name of the object at the top of the dropdown list. If you don't want to limit your search to a specific object, type your search term in the search box.

As you type, you see suggested records.

- Recently accessed items (in Salesforce Classic and Lightning Experience)
- Items with matches on the name field (in Lightning Experience only)
- Options to limit your search to a specific object (in Lightning Experience only)

We might also apply advanced search features to your search results.

- Nicknames—Similar names are returned, like Mike for Michael.
- Spell correction—Spell-corrected versions of search terms are returned, like widget for widgte.
- Lemmatization—Similar words are returned, like sell, selling, sold.
- Expanded query—Records whose name contains the term you entered are returned, like laptop for lap.
- Special characters—When your search contains punctuation or special characters, records with similar names are returned, like 1234.SILVER for XYZ-1234-SILVER.

Your admin might have also set up synonym groups, which return records with similar words that have been grouped. For example, USB drive, flash drive, and memory stick.

On the search results page, your most relevant records appear first. The order of results depends several factors, such as how often your search term appears in a record, whether there's an exact match, how unique your search term is, and how much you've interacted with the record. We display only what you have access to.

Filter and Sort Search Results

Lightning Experience

The Top Results page shows the best matches for the objects you use most. It's what you see when you don't search for a specific object.

To see results for a specific object, click the object's name in the sidebar. If you don't see an object listed under Search Results, select **Show More**. Searchable objects are listed alphabetically.

You can filter search results for accounts, cases, contacts, dashboards, files, Knowledge articles, leads, notes, opportunities, people, and tasks, and for custom objects. To see filtering options, click the object name in the sidebar. Search results update as you apply filters.

To sort your results, click column headers or use the sort dropdown menu.

Salesforce Classic

Search returns results for the objects that you use most frequently. To expand the search to other objects, use **Search All**, if available.

If available, use the following for more filtering:

- Use **Options** to restrict your search to items you own, to exact phrase searches, and to divisions if your organization uses them.
- Use **Show Filters** to filter your search results.
- Use **My Columns** to customize which columns display by using **Selected Fields** from the **Available Fields**.

Your admin determines which fields can be filtered and whether columns can be customized in a search layout. If your admin didn't create a search layout or if search layouts aren't available for an object, you can't filter search results or customize the columns in search results. Filters aren't available in customer portals or partner portals.

Getting Too Many Results or Not the Right One? Try These Tips

- Enter a more specific search term if you get too many results. For example, enter the full name and company (Mike Jones Salesforce) or last name and zip code (Jones 94123). The more specific you are, the better your results are.
- If you are searching for a specific contact or opportunity, add the account name to your search term to see more targeted results. For example, John Smith Acme or 200 Widgets Acme. This feature also works for record suggestions in Lightning Experience instant results.
- Avoid wildcards (Mi or M?ke for Mike) and partial terms (Ac for Acme).
- To get more results, limit your search to a specific object.
- Check your spelling and that you entered the complete search term.
- Wait a few minutes for the record to be made searchable if you recently created or updated the record. If you can't find your record after 15 minutes, contact your admin. Not all fields on a record are searchable.
- Check with your admin if you think the record isn't appearing due to permission issues. We only show you records that you have access to.

SEE ALSO

[Search for Records in Lightning Experience \(articleView?id=basics_search_records_lex.htm&type=5&language=en_US\)](#)

[Search for Records in Salesforce Classic \(articleView?id=basics_search_records.htm&type=5&language=en_US\)](#)

[Filter and Sort Search Results in Lightning Experience \(articleView?id=search_refine.htm&type=5&language=en_US\)](#)

[Refine Search Results in Salesforce Classic \(articleView?id=search_refine_a.htm&type=5&language=en_US\)](#)

[Set Up and Manage Salesforce Search \(articleView?id=search_setup_parent.htm&type=5\)](#)

[Configure Search Results Filters in Salesforce Classic \(articleView?id=search_unified_results_customize_filters.htm&type=5\)](#)

[Customize Search Layouts \(articleView?id=customize_searchlayout.htm&type=5&language=en_US\)](#)