

I can guarantee you 100% none of these users manually did anything to delete them.

Here are some of the larger groups that were obviously all done at once to show a sample of what we're dealing with:

Date	Time	Contact	Company	Result	Regarding	Record Manager
1/29/2020	2:17 PM	Mandy Hanna		Contact Deleted	Contact Daniel Ketcham has been deleted.	Mandy Hanna
1/29/2020	2:17 PM	Mandy Hanna		Contact Deleted	Contact Jerry Roper has been deleted.	Mandy Hanna
1/29/2020	2:17 PM	Mandy Hanna		Contact Deleted	Contact Mike & Nancy Mitchell has been deleted.	Mandy Hanna
1/29/2020	2:17 PM	Mandy Hanna		Contact Deleted	Contact Gary & Patti Tintle has been deleted.	Mandy Hanna
1/29/2020	2:17 PM	Mandy Hanna		Contact Deleted	Contact Eugene & Sintao Heung has been deleted.	Mandy Hanna
1/29/2020	2:17 PM	Mandy Hanna		Contact Deleted	Contact Steve Gulesserian has been deleted.	Mandy Hanna
1/29/2020	2:17 PM	Mandy Hanna		Contact Deleted	Contact Nick Valestrino has been deleted.	Mandy Hanna
1/29/2020	2:17 PM	Mandy Hanna		Contact Deleted	Contact John Shaban has been deleted.	Mandy Hanna
1/29/2020	2:17 PM	Mandy Hanna		Contact Deleted	Contact Jeff Heilmann has been deleted.	Mandy Hanna
1/29/2020	2:17 PM	Mandy Hanna		Contact Deleted	Contact Richard Baker has been deleted.	Mandy Hanna
1/29/2020	2:17 PM	Mandy Hanna		Contact Deleted	Contact Richard Stormsgaard has been deleted.	Mandy Hanna
9/12/2019	3:48 PM	Mandy Hanna		Contact Deleted	Contact Ken Baker has been deleted.	Mandy Hanna
9/12/2019	3:48 PM	Mandy Hanna		Contact Deleted	Contact Mike & Nancy Mitchell has been deleted.	Mandy Hanna
9/12/2019	3:48 PM	Mandy Hanna		Contact Deleted	Contact Eugene & Sintao Heung has been deleted.	Mandy Hanna
9/12/2019	3:48 PM	Mandy Hanna		Contact Deleted	Contact Daniel Ketcham has been deleted.	Mandy Hanna
9/12/2019	3:48 PM	Mandy Hanna		Contact Deleted	Contact Leslie Stutz has been deleted.	Mandy Hanna
9/12/2019	3:48 PM	Mandy Hanna		Contact Deleted	Contact Tom Brenner has been deleted.	Mandy Hanna
9/12/2019	3:48 PM	Mandy Hanna		Contact Deleted	Contact Greg Vixie has been deleted.	Mandy Hanna
9/12/2019	3:48 PM	Mandy Hanna		Contact Deleted	Contact Lavonne Mullin has been deleted.	Mandy Hanna

Date	Time	Contact	Company	Result	Regarding	Record Manager
4/29/2019	1:23 PM	Nick Bellini		Contact Deleted	Contact Gary Tintle has been deleted.	Nick Bellini
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact Greg Gibson has been deleted.	Nick Bellini
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact Barry & Wanda LaBerge has been deleted.	Nick Bellini
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact Steve Gulesserian has been deleted.	Nick Bellini
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact Lynn DiVecchio has been deleted.	Nick Bellini
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact John Landi has been deleted.	Nick Bellini
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact Mark Tintle has been deleted.	Nick Bellini
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact Shan Test has been deleted.	Nick Bellini
4/15/2019	12:43 PM	Shannon Gassaway	Gold Country...	Contact Deleted	Contact Albert Flores has been deleted.	Shannon Gassaway
4/1/2019	3:33 PM	Shannon Gassaway	Gold Country...	Contact Deleted	Contact erase has been deleted.	Shannon Gassaway
3/6/2019	12:14 PM	Nick Bellini		Contact Deleted	Contact Steve Peterson has been deleted.	Nick Bellini
3/6/2019	9:25 AM	Shannon Gassaway	Gold Country...	Contact Deleted	Contact Steve Peterson has been deleted.	Shannon Gassaway
3/5/2019	2:32 PM	Nick Bellini		Contact Deleted	Contact Gary Unruh has been deleted.	Nick Bellini
3/5/2019	2:32 PM	Nick Bellini		Contact Deleted	Contact Gary Hinze has been deleted.	Nick Bellini
3/5/2019	2:32 PM	Nick Bellini		Contact Deleted	Contact Pepper Gracas has been deleted.	Nick Bellini
3/5/2019	9:07 AM	Shannon Gassaway	Gold Country...	Contact Deleted	Contact Alex has been deleted.	Shannon Gassaway
2/22/2019	12:35 PM	Shannon Gassaway	Gold Country...	Contact Deleted	Contact has been deleted.	Shannon Gassaway
2/1/2019	9:55 AM	Nick Bellini		Contact Deleted	Contact Thomas Cembura has been deleted.	Nick Bellini
2/1/2019	9:41 AM	Nick Bellini		Contact Deleted	Contact Jeff Heilmann has been deleted.	Nick Bellini
2/1/2019	9:41 AM	Nick Bellini		Contact Deleted	Contact John Shaban has been deleted.	Nick Bellini
2/1/2019	9:41 AM	Nick Bellini		Contact Deleted	Contact Daniel Ketcham has been deleted.	Nick Bellini
2/1/2019	9:41 AM	Nick Bellini		Contact Deleted	Contact Brian Martinez has been deleted.	Nick Bellini

Something about duplicating contacts seems to be triggering it, and to test this theory I created a "Shan Test" contact and duplicated it, and sure enough, it got deleted a while later (note that I created it and should be the record manager, but it shows here that Nick is. He NEVER created contacts back then because of how things operate around here, yet he often shows up as the record manager in these deleted contacts):

Date	Time	Contact	Company	Result	Regarding	Record Manager
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact Shan Test has been deleted.	Nick Bellini
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact Mark Tintle has been deleted.	Nick Bellini
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact John Landi has been deleted.	Nick Bellini
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact Lynn DiVecchio has been deleted.	Nick Bellini
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact Steve Gulesserian has been deleted.	Nick Bellini
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact Barry & Wanda LaBerge has been deleted.	Nick Bellini
4/29/2019	1:17 PM	Nick Bellini		Contact Deleted	Contact Greg Gibson has been deleted.	Nick Bellini
4/29/2019	1:23 PM	Nick Bellini		Contact Deleted	Contact Gary Tintle has been deleted.	Nick Bellini

The following page shows notes from one of the times this happened, supposedly deleted by Nick while he was out of town:

Noticed on 3/8 that a contact was missing. Looked in the history list and found these others deleted as well (see highlighted below). None of these should have been deleted and pretty sure some kind of glitch in the system took them out.

Date	Time	Contact	Company	Result	Regarding	Record...
3/7/2019	1:39 PM	Michelle Belmonte		Call Left Message	Confirm Appointment	Shannon...
3/6/2019	12:14 PM	Nick Bellini		Contact Deleted	Contact Steve Peterson has been deleted.	Nick Bellini
3/5/2019	2:32 PM	Nick Bellini		Contact Deleted	Contact Gary Unruh has been deleted.	Nick Bellini
3/5/2019	2:32 PM	Nick Bellini		Contact Deleted	Contact Gary Hinze has been deleted.	Nick Bellini
3/5/2019	2:32 PM	Nick Bellini		Contact Deleted	Contact Pepper Cracas has been deleted.	Nick Bellini
3/6/2019	9:25 AM	Shannon Gassaway	Gold...	Contact Deleted	Contact Steve Peterson has been deleted.	Shannon...
3/5/2019	9:07 AM	Shannon Gassaway	Gold...	Contact Deleted	Contact Alex has been deleted.	Shannon...

- On 3/6 I went to the Tom Christofk record. I put his information in as being the secondary contact, then in the main contact screen put in different info as the primary contact (Steve Peterson, for whom we already have a few other records). Steve's info WAS the secondary contact for this record, so I deleted that secondary contact. Later that day, it shows that contact record was deleted on Nick's system (see comments below*).
- On 3/4, I went to existing record Gary Unruh, duplicated the record, and made some changes to the new record. The next day, the original contact record was deleted from Nick's system*.
- Not sure which day I went to existing record Gary Hinze, duplicated the record, and made some changes to the new record. On 3/5, the original contact record was deleted from Nick's system*.
- At some point last week, I think I may have opened the Pepper Cracas record to check a date (no info was changed). On 3/5, the contact was deleted from Nick's system*.

*NOTES ABOUT NICK'S SYSTEM:

- Nick was not in the office at all last week, and didn't access ACT online.
- The owner Stan got on Nick's system a couple times last week. On 3/5 he entered a call history on a record that is not at all attached to any of these that were deleted. He did open any of the contacts that were deleted.
- If you look at all 4 highlighted contacts that were deleted, they all say Nick is the record manager, but all of these contacts were created on my system, not his, and nobody changed the record manager on them.
- When I first noticed these deleted contacts and mention them to Tech Commandos on 3/8, they insisted someone here must have accidentally deleted them or that maybe something in Nick's synch settings caused it when he did something else. Below are screen shots of Nick's synch settings, none of which look like they should be causing records to be deleted. It seems like 3 of them being deleted at exactly the same time, two of them being records I duplicated from, and all being ones that I accessed from MY system, not from Nick's, all point to some type of glitch.

Nick's current synch settings:

The image displays four screenshots of system settings for 'NICK//Nick_GoldRoof'. Each screenshot shows synchronization preferences for Outlook and Google. In all four, the 'Synchronize Contacts' option is set to 'Do not synchronize', which is highlighted by a red arrow. The Outlook synchronization settings also show 'Synchronize Calendar' as selected. The Google integration settings show a 'Request new OAuth Token' button and a 'Do not synchronize' dropdown for contact synchronization.