



Command Quick Guides

**Your Guide to Command:
*Archive, Delete or Restore
Contacts***



1. Log in to <https://agent.kw.com> with your Keller Williams login credentials.

The screenshot shows the user interface of the Keller Williams Command Central system. At the top, the user is identified as Jessica Campbell. Below this, there are several summary cards: 'Leads Never Contacted' (7), 'Recently Active' (0), 'Birthdays' (14), and 'Anniversaries' (0). A 'Tasks' section is visible, showing a table of tasks with columns for 'TASK', 'LINKED TO', 'ASSIGNED TO', 'PRIORITY', and 'DUE DATE'. The tasks listed are 'Negotiate Repairs...', 'Order Any Additio...', and 'Phone Call'. A dropdown menu is open on the right side, showing 'OTHER ACCOUNTS' with 'The A Team' selected as the default account. A red arrow points to 'The A Team' in the dropdown menu.

TASK	LINKED TO	ASSIGNED TO Created by	PRIORITY	DUE DATE	
Negotiate Repairs...	Bolin - Lis...	Jessica Campbell Opportunities Che	None	07/25/2023 11:59 PM Past Due	✓ ...
Order Any Additio...	Bolin - Lis...	Jessica Campbell Opportunities Che	None	07/26/2023 11:59 PM Past Due	✓ ...
Phone Call	Clint Edw...	Jessica Campbell Jessica Campbell	High	07/27/2023 11:59 PM Past Due	✓ ...

2. Click the **Contacts icon**, , on the left sidebar, to access your contact list.



Archive a Single Contact

1. **Click on the contact** you want to archive.
2. Click the **ellipses icon, ...**, and select Archive.

A screenshot of the Command Central interface showing the contact page for Martin Frobisher. The contact's name is "Martin Frobisher" with the status "Last contact on Never" and a "Contact's Health Score 92%". There are buttons for "Lead" and "Seller", and a "Mark as Lead" checkbox. A dropdown menu is open, showing options: "Add to SmartPlan", "Change account...", "Resubscribe", and "Archive" (highlighted with a red arrow). The ellipsis icon that triggered the menu is also highlighted with a red box. The right side of the page shows a "Timeline" section with a date range of "JUL 1, 2020" and an activity entry: "SOURCE CHANGED TO TOTAL CUSTOM SOURCE Source Change".

3. A confirmation will appear, click **Archive** to confirm.

A screenshot of a confirmation dialog box titled "Archive Contact". The dialog asks, "Are you sure you would like to archive this contact?" and provides information: "You can restore contacts from the Contact Archive page in Command Settings." Below this, the name "Martin Frobisher" is displayed. At the bottom right, there are two buttons: "Cancel" and "Archive" (highlighted with a red border).

Archive Multiple Contacts

1. Check the box next to the name of the contacts you want to archive (you can also check the box next to the Name column title to select all of the contacts on a page) and click **Archive** at the bottom of the page.

Jessica Campbell's Contacts

Search... All Filters SmartView: All Contacts Save Changes

<input checked="" type="checkbox"/>	FULL NAME ↑	PRIMARY EMAIL	PRIMARY PHONE	TAGS	
<input type="checkbox"/>	Chantal Jones	chantaljones78@myemail.com	+1 806 444 0596	SOI Amarillo Sellers	...
<input checked="" type="checkbox"/>	Chantal Jones	chantaljones781@myemail.com	+1 806 444 0516		...
<input type="checkbox"/>	Charity Tweed	charitytweed@myemail.com	+1 806 341 1681	Amarillo Buyers	...
<input checked="" type="checkbox"/>	Charity Tweed	charitytweed1@myemail.com	+1 806 341 1611		...
<input type="checkbox"/>	Chris Vendorquestion	chris.v3837376@myemail.com	+1 512 376 8890		...

2 ITEMS SELECTED Select All Clear Selection

Add Tag Add to SmartPlan Add Note Send Email **Archive** More Options

2. A confirmation will appear which will include a list of all selected contacts, click **Archive** to confirm.

Archive Contacts [Close]

Are you sure you would like to archive this contact?
You can restore contacts from the Contact Archive page in Command Settings.

Chantal Jones
Charity Tweed

Cancel **Archive**



Archive All Contacts

1. Click your **Name** in the top right corner, and then select **Settings**.

The screenshot shows the top navigation bar of the Command Central interface. The user's name, "Jessica Campbell", is highlighted with a red box. A dropdown menu is open, showing options like "My Profile", "MarketPlace", "Settings" (highlighted with a red arrow), "Command Training", and "Log Out". Below the navigation bar, there is a table of contacts with columns for "FULL NAME", "PRIMARY EMAIL", and "PRIMARY PHONE".

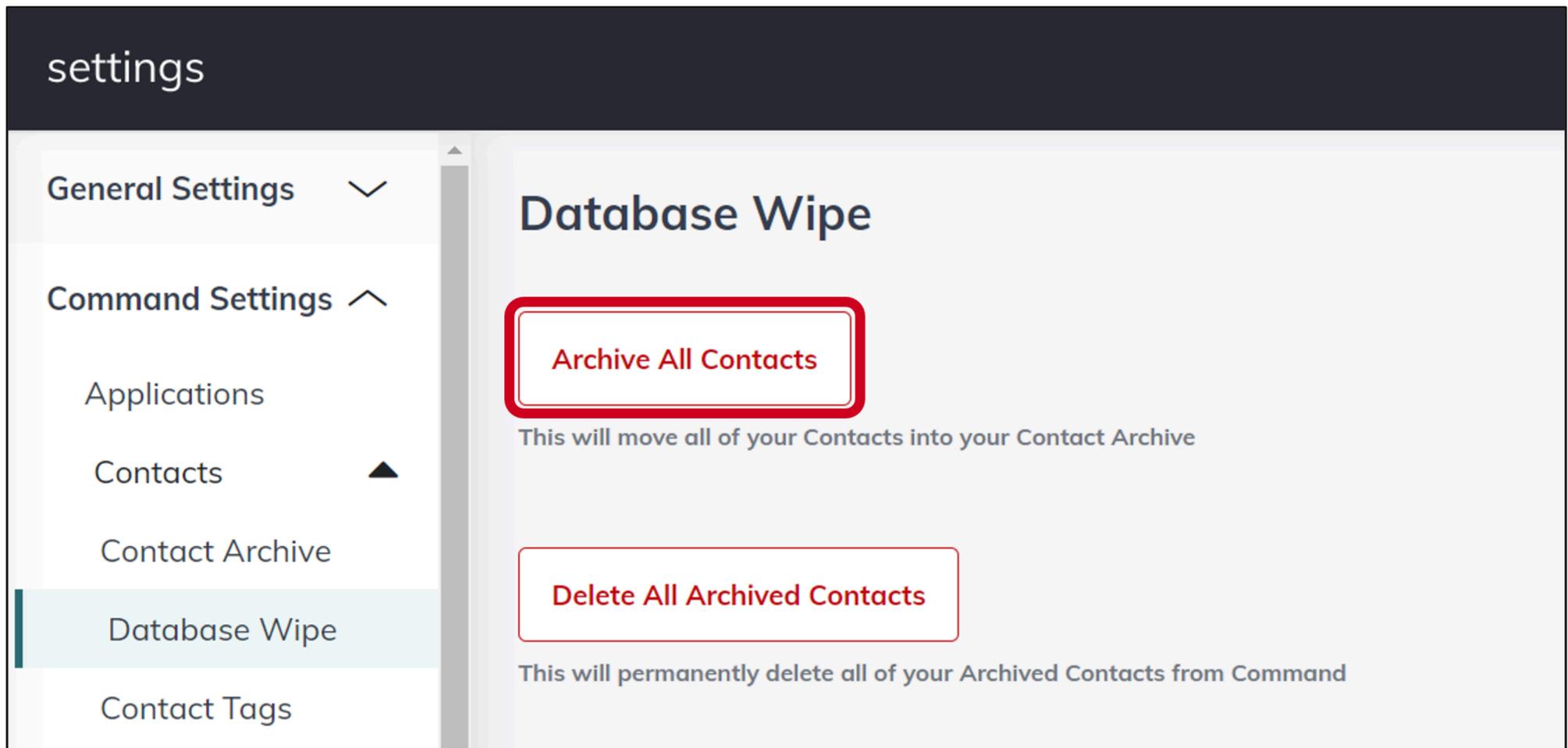
<input type="checkbox"/>	FULL NAME ↑	PRIMARY EMAIL	PRIMARY PHONE
<input type="checkbox"/>	Aaron Andrews	aaron.andrews2837363@gmail.com	+1 512 354 6658
<input type="checkbox"/>	Aaron Miller	aaron.miller34334@myemail.com	+1 210 555 0162
<input type="checkbox"/>	Aaron Wetzel	wetzelaaron091@myemail.com	+1 806 680 4111
<input type="checkbox"/>	Adam Rutger	a.rutger7347@myemail.com	+1 512 736 4644
<input type="checkbox"/>	Adella Lukas	adella.lukas28273@myemail.com	+1 512 736 6454
<input type="checkbox"/>	Allison Roberts	allison.roberts27371@myemail.com	+1 512 364 6485

2. On the left side of the page, select **Command Settings**, **Contacts**, then **Database Wipe**.

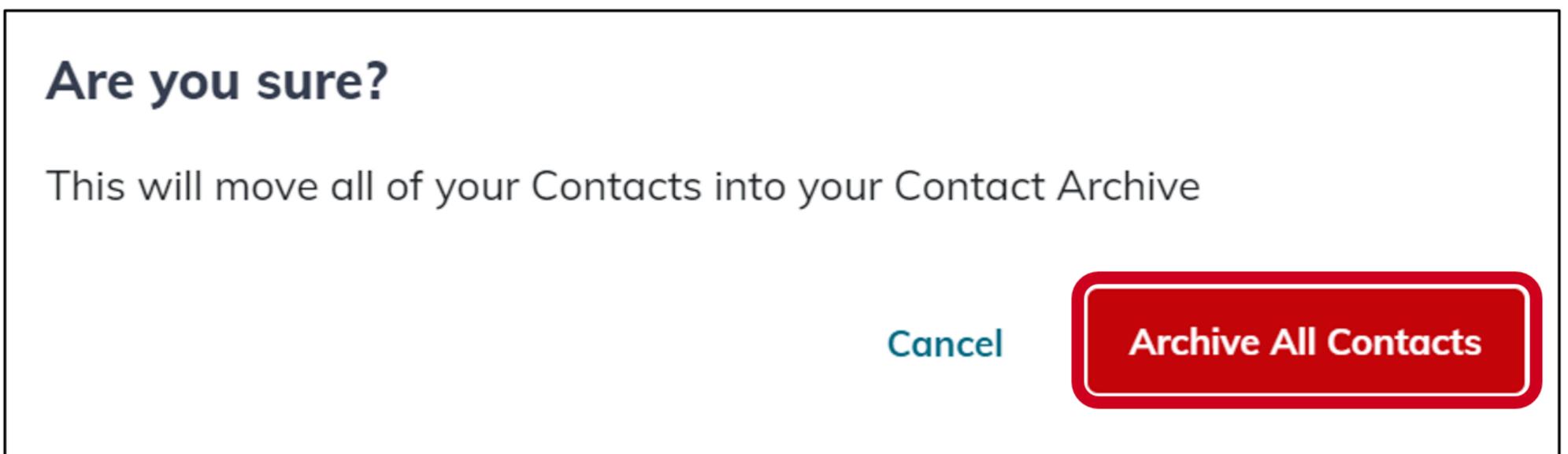
The screenshot shows the "Command Settings" page. On the left sidebar, "Command Settings" is highlighted with a red box, and "Contacts" is also highlighted with a red box. A red arrow points to "Database Wipe" in the sidebar. The main content area shows a list of connected social media accounts for post scheduling, including Facebook, Instagram, and Twitter, each with a "Manage" button and a "Connect More" button.



3. Select **Archive All Contacts**.



4. A confirmation will appear, click **Archive All Contacts** to confirm.





Delete or Restore an Archived Contact

1. Click your **Name** in the top right corner, and then select **Settings**.

A screenshot of the Command Central web interface. The top navigation bar includes the text "command connect", a "KWIQ" status indicator, and a user profile for "Jessica Campbell" which is highlighted with a red box. Below the navigation bar, the page title is "Jessica Campbell's Contacts". A search bar and filter options are visible. A table lists several contacts with columns for "FULL NAME", "PRIMARY EMAIL", and "PRIMARY PHONE". On the right side, a user profile dropdown menu is open, showing options like "My Profile", "MarketPlace", "Settings" (highlighted with a red arrow), "Command Training", and "Log Out".

<input type="checkbox"/>	FULL NAME ↑	PRIMARY EMAIL	PRIMARY PHONE
<input type="checkbox"/>	Aaron Andrews	aaron.andrews2837363@gmail.com	+1 512 354 6658
<input type="checkbox"/>	Aaron Miller L	aaron.miller34334@myemail.com	+1 210 555 0162
<input type="checkbox"/>	Aaron Wetzel	wetzelaaron091@myemail.com	+1 806 680 4111
<input type="checkbox"/>	Adam Rutger L	a.rutger7347@myemail.com	+1 512 736 4644
<input type="checkbox"/>	Adella Lukas	adella.lukas28273@myemail.com	+1 512 736 6454
<input type="checkbox"/>	Allison Roberts	allison.roberts27371@myemail.com 🚫	+1 512 364 6485

2. On the left side of the page, select **Command Settings**, **Contacts**, then **Contact Archive**.

A screenshot of the Command Central settings page. On the left, a sidebar menu is visible with "Command Settings" and "Contacts" highlighted with red boxes. A red arrow points to "Contact Archive" in the sidebar. The main content area shows settings for various social media and calendar integrations: Facebook (Post Scheduling), Instagram (Post Scheduling), Twitter (Post Scheduling), and Google Calendar. Each integration shows a "Connected" status with "1 Account" and "Manage" and "Connect More" buttons.

Back to Command Contacts

General Settings ∨

Command Settings ∧

Applications

Contacts ▲

Contact Archive ←

Database Wipe

Contact Tags

Lead Management

Lead Sources

Database Cleanup

Facebook (Post Scheduling)
Handle Facebook Post Scheduling
Connected 1 Account Manage Connect More

Instagram (Post Scheduling)
Schedule posts through your Business Instagram account
Connected 1 Account Manage Connect More

Twitter (Post Scheduling)
Handle Twitter Post Scheduling
Connected 1 Account Manage Connect More

Google Calendar



Delete or Restore an Archived Contact

3. You can either choose to restore the contact by clicking **Restore**, or you can click the **Delete icon**, , to permanently delete the contact from Command. You can also check the box next to multiple contacts and click either **Restore Selected** or **Delete Selected Permanently**, above the list.

Contact Archive

Search Archived Contact List 

Show 10 1 - 5 of 5

Selected: 3 Restore Selected Delete Selected Permanently

<input type="checkbox"/>	FIRST NAME	LAST NAME	DATE ARCHIVED	
<input checked="" type="checkbox"/>	Christopher	Romero	July 23, 2025 10:09 AM	Restore 
<input checked="" type="checkbox"/>	Daniel	Olson	July 23, 2025 10:09 AM	Restore 
<input checked="" type="checkbox"/>	David	Lough	July 23, 2025 10:09 AM	Restore 
<input type="checkbox"/>	Donnah	Hood	July 23, 2025 10:09 AM	Restore 
<input type="checkbox"/>	Paul	Polansky	November 5, 2024 2:38 PM	Restore 

4. Click **OK** to confirm the deletion.

Are you sure?

This will permanently delete this/these Archived Contact(s) from Command

OK Cancel



Delete All Archived Contacts

1. Click your **Name** in the top right corner, and then select **Settings**.

A screenshot of the Command Central web interface. At the top right, the user's name 'Jessica Campbell' is highlighted with a red box. A dropdown menu is open, showing options: 'My Profile', 'MarketPlace', 'Settings' (highlighted with a red arrow), 'Command Training', and 'Log Out'. Below the menu, a table of contacts is visible with columns for 'FULL NAME', 'PRIMARY EMAIL', and 'PRIMARY PHONE'.

<input type="checkbox"/>	FULL NAME ↑	PRIMARY EMAIL	PRIMARY PHONE
<input type="checkbox"/>	Aaron Andrews	aaron.andrews2837363@gmail.com	+1 512 354 6658
<input type="checkbox"/>	Aaron Miller	aaron.miller34334@myemail.com	+1 210 555 0162
<input type="checkbox"/>	Aaron Wetzel	wetzelaaron091@myemail.com	+1 806 680 4111
<input type="checkbox"/>	Adam Rutger	a.rutger7347@myemail.com	+1 512 736 4644
<input type="checkbox"/>	Adella Lukas	adella.lukas28273@myemail.com	+1 512 736 6454
<input type="checkbox"/>	Allison Roberts	allison.roberts27371@myemail.com	+1 512 364 6485

2. On the left side of the page, select **Command Settings**, **Contacts**, then **Database Wipe**.

A screenshot of the Command Central settings page. On the left sidebar, 'Command Settings' is highlighted with a red box, and 'Contacts' is selected with a red box and an upward arrow. 'Database Wipe' is highlighted with a red arrow. The main content area shows social media integration settings for Facebook, Instagram, and Twitter, each with a 'Manage' button and a 'Connect More' button.

Back to Command Contacts

General Settings

Command Settings

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Contact Archive

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Lead Management

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Database Cleanup

Facebook (Post Scheduling)
Handle Facebook Post Scheduling
Connected 1 Account
Manage Connect More

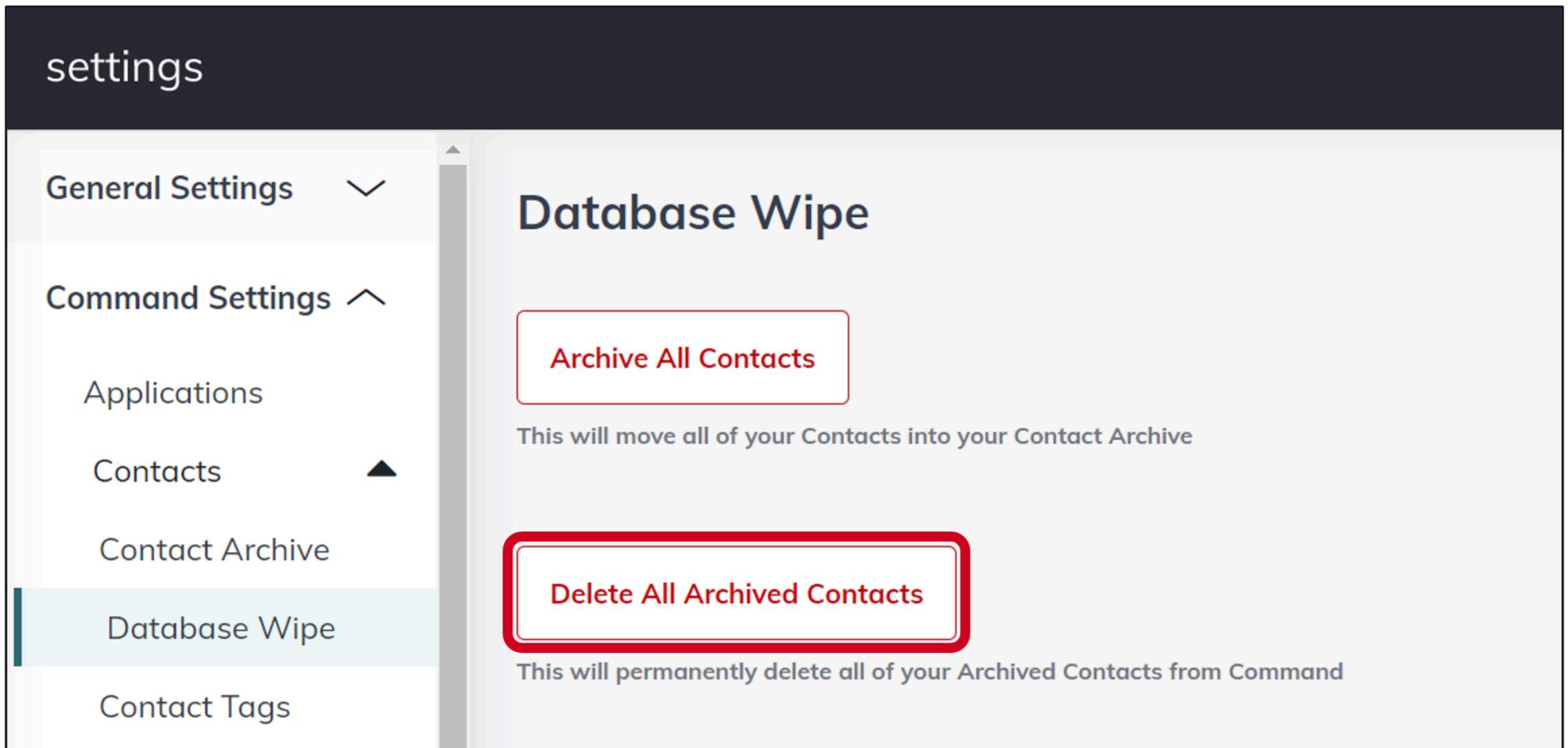
Instagram (Post Scheduling)
Schedule posts through your Business Instagram account
Connected 1 Account
Manage Connect More

Twitter (Post Scheduling)
Handle Twitter Post Scheduling
Connected 1 Account
Manage Connect More

Google Calendar



3. Click **Delete All Archived Contacts**.



4. This is a permanent action, so the confirmation screen includes an extra step to ensure this is what you want to do. In the empty space, type in the phrase "*Delete all archived contacts*" exactly, then click **Delete All Archived Contacts**.

- When you type this, it must match the phrase exactly and is case-sensitive.

