

## JaGaApp Features &amp; Specifications

Features	Specifications	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
<b>User Profile Management</b>	Resident/User may self-register with required details	Y	
	Resident/User may register via OAuth with Google, Facebook, Microsoft or any other OAuth provider credentials	Y	
	Able to include attachments (e.g. SPA, Tenancy Agreement) during user registration process	N	
	Admin/Management is able to approve/decline/request for more details before user can access to the system	Y	
	Resident/User may be unilaterally registered by Admin/Management	Y	
	Resident/User may be bulk registered unilaterally by Admin/Management	Y	
	Registered user may perform self service password resets	Y	
	Registered user may perform self service update of mobile, correspondence address and registered email	Y	
	Admin/Management is able to suspend or reactivate a registered user's mobile app status	Y	
	Able to generate user profile with the details such as status (signed in, not signed in and suspended), ownership status (owner or tenant) and etc	Y	
	The deleted data will still be kept in the database	Y	
	Data of the residents are not allowed to be shared with 3rd parties	Y	
<b>Tenant Management</b>	Able to record tenancy period	Y	
	Able to record information on tenant's vehicle number and linkable to Accessory Parcels	Y	
	Able to record tenant information (e.g. Name, IC/Passport, Tel, upload documents such as tenancy agreement)	N	
	Able to toggle tenant mode or non-tenant mode. If tenant mode is enabled, some of the features on JaGaApp will be restricted for owner's view	Y	
	Checkbox that indicate whether the unit is available for rent	N	
	Has function to cater for short-stay visitors	N	

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Features	Specifications	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
Visitor Registration	Resident/User is able to pre-register visitor with details of visitor and vehicle	Y	
	Resident/User is able to cancel the visitor registration before the visitor arrives	Y	
	Optical character recognition	Y	
	One Time QR Code (can be shared by resident/user to visitor)	Y	
	Duration based QR Code (cannot be shared)	Y	
	QR code is dynamic expiring token based (JaGaID)	Y	
	Visitor blacklist function by vehicle registration	F	
	Visitor blacklist function by access card, user profile, IC number and etc	F	
	Able to restrict maximum visitors and admin/management is able to set limits on total visitors per period	N	
	Any blacklisted access attempts will be flagged in system	Y	
	Notifications will be sent to configure notification groups if any blacklisted access attempts triggered	N	
Notice Board	News and messages from admin/management are able to be published to residents app via app	Y	
	News and messages from admin/management are able to be published to residents app via web (email)	N	
	Admin/Management is able to schedule notices to be published at a specific date/time	Y	
	Admin/Management is able to save groups of units as noticeboard groups and publish notices to certain groups (e.g. in the case of nuisance or default)	Y	
	Real time noticeboard & notifications	Y	
	Able to attach pictures, PDF files and video links	Y	
	Admin/Management can track viewcounts and view timestamps by units and by users	Y	
	Forum or chat group for admin/management and residents/users	N	
Events can be published to residents app where the resident/user can RSVP to attend the event	N		

Features	Specifications	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
<b>Facilities Booking</b>	Resident/User can book public facilities via the app	Y	
	Admin/Management can set the booking time interval (e.g. 30 mins or 45 mins)	Y	
	Able to limit booking time per session according to different type of facilities	Y	
	Able to limit total booking time by unit and is adjustable	Y	
	Admin/Management hold the final decision on the booking	Y	
	Able to configure the number of times that one unit can book to avoid block booking	Y	
	Able to block residents/users from booking any facilities for a period of time	Y	
	Able to impose penalties for last minutes cancellation	Y	
	Able to generate reports with the details of log of all bookings by facilities by month and utilisation statistics of facilities	Y	
	Able to mark a facility as "shared space" and have the facility's calendar shared with another facility (for spaces with multiple facilities)	Y	
	Reminder on the booking will be sent to the user who made the booking	N	
	Allows for variable payment and rules by the day/time of the week	F	
<b>Feedback / Complaint Management</b>	Residents/users can file their complaints and keep track on the status of all the complaints that are filed	Y	
	Resident/user can capture images via device camera, device file system or gallery	Y	
	Resident/user can attach arbitrary file attachment via device file system or URL/cloud location	N	
	Resident/user app has Comments/Update fields as separate entries for every entry	Y	
	Admin/Management is able to upload images and arbitrary filetypes (only jpeg and png format is allowed currently)	Y	
	Admin/Management can directly lodge a feedback from the Admin Panel on behalf of the resident	Y	
	Admin portal has comments/update fields as separate entries for every entry	Y	
	Aging reports for all issues and defects are readily exported by the admin/management	F	
	Admin/Management able to categorise feedback submissions into different categories and generate reports on different categories of feedback for easy attention by the relevant department	Y	
Issue personas will receive email or mobile notifications on any updates to the issue/complaint	Y		

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<b>Feedback / Complaint Management</b>	All issues and defects may have email notifications based on specified trigger durations or events	Y	
	Issues will be linked to the reporting unit by default	Y	
	Feedback / Complaint reports can be generated with the details such as status/duration/person that lodge the complaint, person that attending to complaint, person that rectified the complaint and manager that closed or verified the completion of the work	Y	
	Report can be generated automatically and emailed to predefined recipients	Y	
	Issues may be marked as "Common" in which case the unit will not be linked to the issue	N	
	E-signing of issue closure via touchscreen	N	
	Able to generate a formatted PDF of e-signed document	N	
	Able to generate a formatted PDF for physical sign off	N	
<b>Community forms</b>	Formatted PDF must include any images or attachments	N	
	All forms can be built by management/admin using form builder (e.g. move in/out, renovation/contractor work, entry permit for property agent, access card application and etc)	Y	
	Approved forms have a formatted PDF final copy (can be mapped on existing form templates and printed for filing purposes)	Y	
	All forms are workflow enabled (minimum personas: Requestor, Reviewer, Approver)	N	
	Workflow can specify copy and/or assigned to groups	N	
	Approved forms can be routed to security guard as submission list	Y	
<b>Online Payment Function</b>	Guards will be notified of approved form submissions via the guard device	N	
	Comes with online payment function to FPX if Management opens either an OCBC/Maybank merchant account.	Y	
	Comes with online payment function to Boost pay (e-wallet)	Y	
	Comes with online payment function to Maybank and OCBC	Y	

Features	Specifications	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
Security Features / Emergency Alert	Resident/User able to send emergency alert to security guard and emergency contacts set up by the user	Y	
	Two panic buttons available for when residents are inside or outside the property. Second emergency button comes with GPS tracking for family members	Y	
	Mobile App can be installed via APK onto any NFC enabled Android Device to use the Security function (subject to user login and access controls)	N	
	Intercom function is available (resident/user to security guard and vice versa)	Y	
	Resident/user's phone number is masked during intercom (not viewable to security guard)	Y	
	Guards are able to blast emergency alerts to all residents	Y	
Administration	Admin can restrict users to specific functions	Y	
	Admin can outcome category dropdowns	Y	
	Customizable Access Controls by User, User Groups for all functions	Y	
	Allows configuration of pagination (e.g. may configure 1 page can view 10, 20, 50, 100 items etc)	Y	
	Allows configuration of multiple roles per user (e.g. JMC + Admin or Normal User + accounting function access)	Y	
Reporting	Able to generate standard reports based on the key features of the App	Y	
	Able to generate custom reports when necessary	Y	
	Dashboard of key events or reports based on different duration for admin/management	Y	
	CSV export for all resident data (owner, tenant, unit, etc...)	Y	
	CSV export for all Visitor records	Y	
	CSV export for all Feedback Module	Y	
	System has a function to allow tickets to be sent to the platform provider for feedback. Feedback may be classified minimally as "Incident, Enhancement Request, Feedback, Request for Support"	N	
	Database export (MySQL or PostgreSQL format) of all resident and visitor data with associated blobs (linked images and documents)	N	
Database export (MySQL or PostgreSQL format) of all Maintenance/Defect/Issue records with associated blobs (linked images and documents)	N		

Features	Specifications	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
<b>System Architecture &amp; Security</b>	Server and database employed is under globally recognised security assurance frameworks and certifications	ISO 27001, ISO 27017, ISO 27018, PCI DSS Level 1 and SOC 1, 2 and 3	
	Personal Data Protection assurance	Y	
	System shall have a backup strategy and process in place for a full backup of the estate's data of not more than 24 hours interval (please describe briefly and provide any supporting documentation)	Y	
	System shall have protection against viruses/malware/ransomware (please describe briefly and provide any supporting documentation)	Y	
	System shall be able to restore all estate data in the event of any failure due to system or any malicious software or security breach with RPO not exceeding 24 hours including weekends or public holidays (please describe briefly and provide any supporting documentation)	Y	
	System shall be able to restore all estate data in the event of any failure due to system or any malicious software or security breach with RTO not exceeding 48 hours including weekends or public holidays (please describe briefly and provide any supporting documentation)	Y	
	Service Credits for Enhancements to be provided for exceeding RPO targets. every 4 hours (or part thereof) exceed of RPO will equal 1 manday of Enhancement Service Credit	N	
<b>Others</b>	Able to integrate with accounting system	Y, with JaGaCount	
	Able to integrate with work flow management system	Y, with JaGaWorks	
	Able to manage multiple properties under one app by owner	Y	
	We offer home services booking for the users, users can look around for the best qualified professionals and online services handpicked for the residents/users	Y	

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