



# The CrossFire<sup>→</sup> System

## **Product Specifications:**

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Military Service Calls

**November 2009**

# The CrossFire System

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## **Introduction**

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Access and use of CrossFire<sup>→</sup> product centers at a particular site is governed by a CrossFire Product Center Use Agreement. The Use Agreement contains a Product Center Warranty that states that each product center will perform the functions applicable to the product center set forth in the most current version of these specifications.

Thus, the most current version of these specifications is an integral part of the overall agreement between RealPage, Inc., and Licensees of the CrossFire product center.

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## User Authorization

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### Authorized Users

Site Owner's access to and use of the CrossFire System shall, at times, be limited to employees and agents of Site Owner, each of whom shall have been identified by the Site Owner to Provider as an authorized user (an "Authorized User"). Site Owner shall permit only Authorized Users to access and use the CrossFire System. Site Owner must not permit any other entity to access and use the CrossFire System without the permission of Provider. Site Owner shall ensure that all Authorized Users of Site Owner's passwords comply with these terms and conditions of use. Site Owner shall not permit anyone who has not been designated as an Authorized User to obtain or use an assigned password, nor permit anyone who has ceased to be an Authorized User to continue to use an assigned password.

### Site Owner's Agents

Any agent of Site Owner who accesses and uses the CrossFire System on behalf of Site Owner shall, prior to such access and use, agree to be bound in its individual capacity to all of these terms and conditions of use by means of acceptance of a CrossFire System Agent's Master Agreement.

### Passwords

Site Owner will be solely responsible for the confidentiality of the passwords used to access the CrossFire System and will be solely responsible for any and all losses and damages to either Party resulting from the loss, theft, misuse thereof, or Site Owner's failure to maintain the confidentiality of Site Owner's passwords.

### On-Demand Learning User Access

Access to CrossFire On-Demand Learning requires activation within CrossFire Setup options. Once CrossFire On-Demand Learning has been activated for a property, all users who are assigned a CrossFire role within the property will be able to access CrossFire On-Demand Learning web-based training courses. Authorized Users may easily access the menu of available CrossFire product center courses by selecting the Learning tab. Selecting a desired course will launch the user's web-based learning experience.

## SPECIFICATIONS

### Overview

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Facilities maintenance performance is a critical success factor for privatized military housing providers. Timely response to resident service requests is monitored by the military and determines a material component of the private partner's compensation per their partnership agreements.

CrossFire Military Service Calls enables private partners to ensure every resident service call is answered promptly and enables the private partner to respond more quickly to high-priority service issues.

### CrossFire Military Service Calls

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The CrossFire Contact Center provides 24/7 support for professional facilities service calls for privatized military housing providers. The CrossFire Contact Center acts as an extension of the private partner's facilities management team by providing professionally trained agents to take maintenance service requests 24 hours a day. The CrossFire agents ensure that issues are accurately described and correctly documented in the appropriate management system. Urgent and Emergency issues are escalated immediately per customized escalation procedures. Each agent is trained in military protocol and courtesy to ensure that service members and their families receive outstanding service.

The major capabilities of CrossFire Military Service Calls include:

- Toll-Free Service Numbers for each Post, Neighborhood, Village or Subdivision
- 24/7 Professional Military Agent Availability
- Active Dispatch for Urgent and Emergency Issues
- Customizable Emergency Escalation Procedures
- Call Recording available online
- IVR Call Routing
- OneSite Facilities Integration
- CrossFire Voicemail
- Email Notification of Urgent and Emergency Issues
- Contact Center Reporting
- Overflow Calls Option
- All Calls Option
- Third-Party Work Order Input Option

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## Detailed Specifications

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### **Toll-Free Service Numbers for each Post, Neighborhood, Village or Subdivision**

- Unlimited toll-free numbers for each managed segment of a site, such as a neighborhood, subdivision or base
- Each toll-free number is configurable to specific hours of operation
- Residents can call the toll-free number directly or locals call can be routed to the toll-free number

### **24/7 Professional Military Agent Availability**

- Specially-trained CrossFire Contact Center agents are available 24 hours a day to take service calls
- Agents are trained to probe issues for key information
- Agents receive specialized training in military customs and courtesy

### **Active Dispatch for Urgent and Emergency Issues**

- Specified individuals are contacted directly by CrossFire agents when an Urgent or Emergency issue is identified
- All open Urgent and Emergency issues are monitored by CrossFire agents until the issue is positively acknowledged by the site maintenance staff
- Acknowledgement is captured in the issue record for later reference if required

### **Customizable Emergency Escalation Procedures**

- Urgent and Emergency issues are customizable for each location set up with the CrossFire Contact Center
- Specific escalation procedures are defined and updated directly by the customer through an online interface
- Escalation procedures are completely customizable and may include specific on-call technicians, escalation points to the management chain of command, and special instructions for different times of day or days of the week

### **Call Recording Available Online**

- 99% of resident service request calls are recorded (excluded calls include abandons, etc.)
- Call recordings may be accessed via the on line user interface
- Access to call recordings can be managed by security roles for each user

### **IVR Call Routing**

- Optional IVR available to allow callers to personally manage their issue
- Allows bases to retain a single “one-stop shop” local number and route only service calls to the CrossFire Contact Center.

### **OneSite Facilities Integration**

- Available for OneSite Facilities subscribers only
- All issues are automatically inserted into the OneSite Facilities module for management, resolution and reporting

### **CrossFire Voicemail**

- Callers with issues or concerns not related to maintenance service requests can leave voicemail messages for site staff
- CrossFire voicemail is available via the user interface

#### **Email Notification of Urgent and Emergency Issues**

- All Urgent and Emergency issues are automatically emailed to specified members of the management staff for accountability and follow-up

#### **Contact Center Reporting**

- Performance reporting of contact center metrics, such as priority breakdown, service level, time to respond for emergency callbacks, and portfolio-level reporting
- Reports can be viewed online or exported to MS Excel or PDF file formats
- Monthly Service Level – graphical and data detail of success rate in meeting speed-to-answer targets
- Call Detail – graphical and data detail of calls by service type, such as Service Calls, Leasing Calls and Message Calls
- Toll-Free Numbers – call details for each call, by each toll-free number, for a designated time period
- Abandoned Calls by Property – details date, time and duration of each call that resulted in a hang up, prior to being answered
- Activity Summary – summarized data by ad source provides total contacts, average holdtime, average handle time and abandon rates
- Call Time Analysis – summary data of call types by toll-free number, including total calls received, average hold time, average handle time and abandon rates for a given time period
- Hold Time by Call Type – summarizes hold time for each call type and the toll-free number that was dialed
- Peak Call Analysis by Day – graphical and summary data representing the total number of calls for each day of the week, by call type, for a defined period
- Service Request Detail – provides a list of every service call received for a given period, including time and duration of each call
- Service Request Summary – summarized data of all service requests received for a given period of time for each toll free number
- Total Call Volume by Month – graphical and summary data of calls, by call type, for a defined 30-day period

#### **Overflow Calls Option**

- Optional system configuration in which CrossFire Contact Center intercepts calls missed by the local site staff
- Calls presented to local site first during defined hours of operation
- Configurable duration in which local site is offered opportunity to answer
- Calls missed within in the configured duration are automatically transferred to the CrossFire Contact Center

#### **All Calls Option**

- Optional system configuration in which CrossFire Contact Center functions as the primary point of contact for maintenance service requests for specific locations All maintenance service

requests are presented to CrossFire Contact Center 24/7

**Third-Party Work Order Input Option**

- Optional service in which CrossFire agents enter service requests directly into the customer's third-party maintenance issue management system.





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1. CALIFORNIA CONSUMER PRIVACY ACT OF 2018 (“CCPA”) DATA PROCESSING STATEMENT

This CCPA Data Processing Statement applies to “Personal Information” of a “Consumer” as those terms are defined under the CCPA (referred to hereafter as “Personal Data”) that RealPage processes in the course of providing services under the Product Center (“Services”) governed by the Agreement to Customer.

RealPage understands the terms in this CCPA Data Processing Statement and agrees to comply with them. The terms of this CCPA Data Processing Statement will prevail in connection with the purpose and scope of this CCPA Data Processing Statement over any conflicting terms in the Agreement.

- 1.1. Customer’s Role. The Customer is a for profit entity that determines the purpose and means of processing Personal Data. Customer will provide Personal Data to RealPage solely for the purpose of RealPage performing the Services.
- 1.2. RealPage’s Role. RealPage shall provide the Services and process any Personal Data in accordance with the Agreement. RealPage may not retain, use, or disclose Personal Data for any other purpose other than for providing the Services and in performance of the Agreement.
- 1.3. Data Processing, Transfers, and Sales. RealPage will process Personal Data only as necessary to perform the Services, and will not, under any circumstances, collect, use, retain, access, share, transfer, or otherwise process Personal Data for any purpose not related to providing such Services. RealPage will refrain from taking any action that would cause any transfers of Personal Data to or from RealPage to qualify as “selling personal information” as that term is defined under the CCPA.
- 1.4. Sub-Service Providers. Notwithstanding the restrictions in Section 2.3, Customer agrees that RealPage may engage other Service Providers (as defined under the CCPA), to assist in providing the Services to Customer (“Sub-Service Providers”). RealPage carries out appropriate due diligence on each Sub-Service Provider and the arrangement between RealPage and each Sub-Service Provider is governed by a written contract which includes terms substantially equivalent to those set out in this CCPA Data Processing Statement.
- 1.5. Security. RealPage will use commercially reasonable security procedures that are reasonably designed to maintain an industry-standard level of security, prevent unauthorized access to and/or disclosure of Personal Data.
- 1.6. Retention. RealPage will retain Personal Data in accordance with Customer instructions, the terms of the Agreement, or any applicable law(s), whichever requirement is controlling under the circumstances. At the termination of this CCPA Data Processing Statement, or upon Customer’s written request, RealPage will either destroy or return Personal Data to the Customer, unless legal obligations require storage of the Personal Data.
- 1.7. Assistance with Consumers’ Rights Requests. If RealPage, directly or indirectly, receives a request submitted by a Consumer to exercise a right it has under the CCPA in relation to that Consumer’s Personal Data, it will provide a copy of the request to the Customer. The Customer will be responsible for handling and communicating with Consumers in relation to such requests.
- 1.8. Enforceability. Any provision of this CCPA Data Processing Statement that is prohibited or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof. The parties will attempt to agree upon a valid and enforceable provision that is a reasonable substitute and shall then incorporate such substitute provision into this CCPA Data Processing Statement.