



# The CrossFire<sup>→</sup> System

## **Product Specifications:**

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CrossFire Contact Center – Service Requests

May 2009

Version 3.0

Highly Confidential

# The CrossFire System

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## **Introduction**

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 then 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 CrossFire product centers.

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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 accessing and using 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, or misuse thereof, or from 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 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 the desired class launches the user's web-based learning experience.

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## SPECIFICATIONS – VERSION 3.0

### Overview

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CrossFire Contact Center - Service Requests automates and enhances the processes of entering resident service request. Resident retention can be positively impacted by providing residents with a 24x7 service request and maintenance emergency line. CrossFire Contact Center agents are expertly trained to assist residents with maintenance requests and to help guide them through any emergencies.

### CrossFire Contact Center – Service Requests

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CrossFire® is a suite of Property Marketing products that offers full life cycle prospect management and resident retention. It functions in tandem with the OneSite property management system. The major capabilities of CrossFire Contact Center – Service Requests include:

- Types of Calls
- Free Number Usage
- Call Routing
- Service Request Calls
- Emergency Calls
- Messages

CrossFire Contact Center – Service Request can be integrated with the following RealPage products:

- OneSite Leasing & Rents
- OneSite Facilities

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## Detailed Specifications

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### Types of Calls

- Service request calls.
- General messages related to site business.

### Free Number Usage

- Toll-Free numbers are provided to properties to use for service requests.
- Alternate numbers can be given to callers for non-contracted types of calls.

### Call Routing

- During office hours, incoming calls on the toll-free numbers will route to the property first.
- CrossFire setup designates how many rings to allow at the property before rolling to the Contact Center.
- Customized greetings can be set up for use by the Contact Center agents.

### Service Request Calls

- When CrossFire Contact Center agents answer service request calls, they record detailed information about the service issues in service request format:
  - Building and unit
  - Caller's name
  - Phone numbers
  - E-mail address (if available)
  - Permission to enter the unit
  - Preferred service date/time
- If property uses OneSite Facilities, a service request will be inserted directly into OneSite Facilities.
- An acknowledgement e-mail is sent to the e-mail recipient list in CrossFire setup for service requests.

### Emergency Calls

- Agents are trained to listen for keywords that indicate that the issues are emergencies.
- Emergency escalation procedure is initiated.
- The emergency escalation procedure is defined by property.
- Emergency calls will remain open and continue to escalate until receiving acknowledgement from personnel at the property or home office.
- At the end of the call, our system will send the service request to the property via e-mail. Customers can choose to have service requests sent to up to three e-mail addresses.

### Messages

There are two methods of message capture available:

- Messages answered by a Contact Center agent, who will capture the following information:
  - Caller's name.
  - Capture multiple phone numbers.

- E-mail address.
- Message details.
- E-mail notification containing message detail.
- Electronic voice recordings:
  - Messages are recorded and can be listened to from the CrossFire application.
  - E-mail notification that a new voice message has been recorded.

## 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.