JaGaApp Features & Specifications

Features	Specification	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
User Profile Management	Resident/User may self-register with required details	Y	
	Resident/User may register via OAuth with Google, Facebook, Microsoft, Apple ID 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	
	Able to allow subsequent owner or tenant to be bypass manual approval when he or she has been added by an approved owner	Y	Applicable to only manual approval property with a lot of approval for moderators to speed up the venting process. Note that if the first approved user is a tenant, this setting will not kick in despite being activated as we want the control to be at the first approved owner.
	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	

Features	Specification	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
User Profile Management	Admin/Management can 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	
Tenant Management	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 indicates whether the unit is available for rent	N	
	Has function to cater for short-stay visitors	N	
Visitor Registration	Resident/User can pre-register visitor with details of visitor and vehicle	Y	
	Resident/User can 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	

Features	Specification	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
Visitor Registration	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	
	Moderators can control the need to set estimated time of arrival for different visit types that allows the pre-reg QR code to be within for a duration within a day	Y	Eg. pick up duration set at 15mins. estimated time arrival registered by owner A is 2pm, when the visitor comes in, the pre reg QR code will be valid from 2-2.15pm
	Moderators can select and export multiple visitor records to be onto excel or pdf	Y	
	Able to restrict maximum visitors and admin/management can 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	

Features	Specification	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
Notice Board	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 resident's app where the resident/user can RSVP to attend the event	N	
Facilities Booking	Resident/User can book public facilities via the app	Y	
	Resident/user app has Comments/Update fields as separate entries for every entry including attaching photos and pdf	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	
	Able to set multiple schedules for a facility with customizable duration	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	

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Features	Specification	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
Facilities Booking	Able to block residents/users from booking any facilities for a period	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 faciltiies)	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	
Feedback / Complaint Management	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 can upload images and arbitrary filetypes (only jpeg and png format is allowed currently)	Y	
	Admin/Management can directly lodge feedback from the Admin Panel on behalf of the resident	Y	
	Admin portal has comments/update fields as separate entries for every entry	Y	

Features	Specification	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
Feedback / Complaint Management	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	
	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	
	Moderators can select and export multiple feedbacks in text onto excel or pdf	Y	
	Able to generate a formatted PDF for physical sign off	Y	
	Formatted PDF must include any images or attachments	F	

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Features	Specification	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
Community Forms	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	
	Residents can save forms in draft mode	Y	
	Moderators are able to select and export multiple forms onto excel and pdf	Y	
	Residents can attach photos within a form before submitting to moderators	F	
	Resident/user app has Comments/Update fields as separate entries for every entry	Y	
	Guards will be notifed of approved form submissions via the guard device	N	
JaGaPay (In-App Payment Feature)	Variety of payment methods (e.g. E-wallet/ FPX/ Debit Card/ Credit Card).	Y	
	A real time single dashboard for payments & reports	Y	
	Payment reminders via JaGaApp notification & Email.	Y	
	Instant e-receipt after successful payment.	Y	
	Able to integrate with accounting system (JaGaCount) to issue receipt automatically.	Y	

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Features	Specification	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 can blast emergency alerts to all residents	Y	
Administration	Management can restrict users to specific functions	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)	N	
	Allow moderators the settings to control what emails they want to turn on and off based on their access role	F	
	Allows configuration of multiple roles per user (e.g. JMC + Admin or Normal User + accounting function access)	Y	

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Features	Specification	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
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 data with associated blobs (linked images and documents)	N	
	Database export (MySQL or PostgreSQL format) of all 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	
System Architecture & Security	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	

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Features	Specification	Yes(Y) / No(N) / Partial(P) / Future(F)	Remarks
System Architecture & Security	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	
Others	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	

Last Updated: 12 October 2021