 	Group IT ITSO System Change Requests **Eskom Self-Service mobile application**	**Template Identifier**	240-132958847	**Rev**	3
		Authorisation Date	18 March 2021		
		Review Date	31 March 2024		

This document is only completed when the decision has been made that a BRS CR is not required for a specific system change request.

Contents

1. DESCRIPTION

Eskom's Channel Management strategic intent focuses on moving as many interactions from telephony, SMS and email to self-service digital channels. Eskom's focus is predominantly centred on where currently the largest interaction traffic exists, which is in the customer electricity fault reporting service offered.

The envisioned Self-service application and its underlying platform must allow for easy extension of application functionality, to include all additional MyEskom Customer App and MyEskom Awareness App functionality, as well as any future self-service mobile application requirements, including:
1. Submission of proof of payment
2. Submission of meter readings using a picture of the reading
3. Viewing consumption and billing information
4. The capability to integrate with work and resource management systems
5. The capability to do work and resource management

2. CUSTOMER AND GROUP IT DETAILS

2.1 Customer Information

Name	Department & Division	Role	Contact Info
Mark Bedser	DX Retail	Business Requestor	043 703 2081
Aumkar Sukhoo	DX Wires	Business Manager	033 395 3410
Lindy Elson	DX Retail	Business Product Owner	043 703 2131
Johan Bester	DX Wires	SME	051 404 2393

2.2 Group IT Information

Name	Department & Division	Role	Contact Info
Wouter Swart	Group IT BPM	Group IT Business Analyst	021-915-2387
Riaan van Wyk	Group IT BPM	Group IT Business Process Middle Manager	021-915-2142
Segodi Leshalabe	Group IT ITSO	Group IT ITSO Advisor	011-651-6733

3   ABBREVIATIONS

Abbreviation	Description
App	Application (Self-service mobile application)
BPM	Business Process Management
BRS	Business Requirements Specification
CBR	Case Based Reasoning
CC&B	Customer Care and Billing (Eskom billing system)
CC&I	Customer Care and I (Eskom CRM system)
CR	Change Request
DX	Distribution
GIT	Group Information Technology Division, also referred to as Group IT
GPS	Global Positioning System
ITSO	Information Technology Service Operations
IT	Information Technology
SME	Subject Matter Expert
SMS	Short Message Service
UAC	User Acceptance Criteria

4   GLOSSARY OF TERMS / DEFINITIONS

Term	Definition
Business Intelligence	The term Business Intelligence (BI) refers to technologies, applications and practices for the collection, integration, analysis, and presentation of business information. The purpose of Business Intelligence is to support better business decision making. It can also be described as a broad set of data analysis applications, including ad hoc analysis and querying, enterprise reporting, online analytical processing (OLAP), mobile BI, real-time BI, operational BI, cloud and software as a service BI, open source BI, collaborative BI and location intelligence.
Business Requirements Specification	Business requirements specification is the eliciting, analysing and documenting of business requirements early in the development cycle to guide the design of the solution.
Business Rule	A business rule is a rule that defines or constrains some aspect of business and always resolves to either true or false. Business rules are intended to assert business structure or to control or influence the behaviour of the business. Business rules describe the operations, definitions and constraints that apply to an organization. Business rules can apply to people, processes, corporate behaviour and computing systems in an organization, and are put in place to help the organization achieve its goals.
Change Request	A change request is when an enhancement is made to an existing system that

Term	Definition
	meets specific criteria.
System	An organized, purposeful structure that consists of interrelated and interdependent elements (components, entities, factors, members, parts etc.). These elements continually influence one another (directly or indirectly) to maintain their activity and the existence of the system, in order to achieve the goal of the system
Start your list from here	Do not remove previous information

5   BUSINESS REQUIREMENTS

5.1   Requirements

5.1.1   Define the business requirements.

Functionality
1. Ability to report a supply fault using a verified Eskom post-paid account number – use customer (disconnection) and outage flags (open case, planned outage and unplanned outage), as well as Case Based Reasoning (CBR) to confirm outage validity and fault symptom.
2. Ability to report a supply fault using a verified Eskom prepaid meter number – use customer (zero / low buyer) and outage flags (open case, planned outage and unplanned outage), as well as CBR to confirm outage validity and fault symptom.
3. Ability to use a case reference number to look up the status of a fault
4. Premise verification
5. Case based reasoning
6. Ability to add an area to a watchlist in order to receive notifications when there are known outages for the area (Loadshedding, Load reduction, Planned and Unplanned outages)
7. Ability to receive updates for watchlist items
8. Ability to update the watchlist - Customer can add and remove account, prepaid meter, location or case reference number on the watchlist and receive visual confirmation of the change
9. Ability to receive push notifications and respond to them when requested to confirm supply restoration
10. Ability to view current outages by prepaid meter number – map (load shedding only initially, based on the current load shedding stage) and list view (all types)

Functionality
11. Ability to view current outages by post-paid account number – map (load shedding only initially, based on the current load shedding stage) and list view (all types)
12. Ability to view current outages by previously saved pins – map (load shedding only initially, based on the current load shedding stage) and list view (all types)
13. Ability to view current outages by panning to an area on a map – map (load shedding only initially, based on the current load shedding stage) and list view (all types)
14. Ability to view current outages by current mobile GPS location – map (load shedding only initially, based on the current load shedding stage) and list view (all types)
15. Ability to view future planned outages by prepaid meter number – map (load shedding only initially for the next 48 hours, based on the current load shedding stage) and list view (all types)
16. Ability to view future planned outages by post-paid account number – map (load shedding only initially for the next 48 hours, based on the current load shedding stage) and list view (all types)
17. Ability to view future planned outages by previously saved pins – map (load shedding only initially for the next 48 hours, based on the current load shedding stage) and list view (all types)
18. Ability to view future planned outages by panning to an area on a map – map (load shedding only initially for the next 48 hours, based on the current load shedding stage) and list view (all types)
19. Ability to view future planned outages by current mobile GPS location – map (load shedding only initially for the next 48 hours, based on the current load shedding stage) and list view (all types)

5.1.2   User Acceptance Criteria documented

Feature	User Story	User Acceptance Criteria
Log a Fault	Log a fault using Account – As an App user I want to use an Eskom account number to log a fault so that Eskom is made aware of the outage at my premise.	UAC-1. Given that there is a power outage when I log a fault using my account number and multiple premises are matched to my account then the system should allow me to select the affected premise UAC-2. Given that there is a power outage and my account number is verified and the system identifies that there is an existing reference number for an individual (single customer) fault when I log a fault then the system should generate a message "We are aware of your fault XXXXXX (reference number) and the feedback we have on our system is XXXXXX (CC&I

feedback)".

UAC-3. Given that there is a power outage and my account number is verified and the system identifies that I am part of the network (multiple customer) fault through a trace when I try to log a fault then the system should generate a message "We are aware of your fault and the feedback we have on our system is XXXXXX (CC&I feedback)".

UAC-5. Given that there is a power outage and my account number is verified and the system identifies that I am part of the planned outage / loadshedding or load reduction through a trace when I try to log a fault then the system should generate a message " You are part of the identified outage event due to end at XXXXXX "(date & time)

UAC-6. Given that there is a power outage and my account number is verified and the system has identified that I am not part of any known outage when I log a fault then the customer must answer various questions which validate that this is indeed an Eskom fault rather than a customer side fault (case based reasoning).

UAC-7. Given that there is a power outage and my account number is verified and the system has identified that I am not part of any known outage and case based reasoning determines that it is an Isolated Eskom fault when I log a fault then the system requests the user to enter a telephone number.

UAC-8. Given that there is a power outage and my account number is verified and the system has identified that I am not part of any known outage and case based reasoning determines that it is an Isolated Eskom fault when I log a fault then the system requests the user to provide any additional symptoms (drop down) and directions to the fault. (Confirm which symptoms must be included)

UAC-9. Given that there is a power outage and

		my account number is verified and the system identifies that I am not part of any known outage and case based reasoning determines that it is an Isolated Eskom fault when I log a fault then the system should check the zero buying flag and request a case to be generated with reference number (that contains additional information collected) with a reference number returned and a work request for the appropriate process (dispatching/scheduling process) is sent to Maximo. UAC-10. Given that I have received a reference number when I log a fault and my account is verified then the system should save a reference number on the App watchlist. UAC-11. Given that there is a power outage when I log a fault then the system should ask "Are you the owner of the premise" UAC-12. Given that the app user indicates that they are not the owner of the premise when they log a fault then the system should send an SMS to the Eskom account owner.
Log a Fault	Log a Fault using Meter Number – As an App user I want to use an Eskom meter number to log a fault so that Eskom is made aware of the outage at my premise.	UAC-1. Given that there is a power outage and my meter number is verified and the system identifies that there is an existing reference number for an individual (single customer) fault when I log a fault then the system should generate a message "We are aware of your fault XXXXXX (reference number) and the feedback we have on our system is XXXXXX (CC&I feedback)". UAC-2. Given that there is a power outage and my meter number is verified and the system identifies that I am part of the network (multiple customer) fault through a trace when I try to log a fault then the system should generate a message "We are aware of your fault and the feedback we have on our system is XXXXXX (CC&I feedback)". UAC-4. Given that there is a power outage and my meter number is verified and the system identifies that I am part of the planned outage /

loadshedding or load reduction through a trace when I try to log a fault then the system should generate a message " You are part of the identified outage event due to end at XXXXXX "(date & time)

UAC-5. Given that there is a power outage and my meter number is verified and the system has identified that I am not part any known outage when I log a fault then the customer must answer various questions which validate that this is indeed an Eskom fault rather than a customer side fault (case base reasoning)

UAC-6. Given that there is a power outage and my meter number is verified and the system has identified that I am not part any known outage when I log a fault then the system requests the user to confirm the telephone number

UAC-7. Given that there is a power outage and my meter number is verified and the system has identified that I am not part any known outage when I log a fault then the system requests the user to provide any additional symptoms (drop down) and directions to the fault

UAC-8. Given that there is a power outage and my meter number is verified and the system identifies that I am not part any known outage when I log a fault then the system should check the zero buying flag and request a case to be generated with reference number (that contains additional information collected) with a reference number returned and a work request for the appropriate process (dispatching/scheduling process) is sent to Maximo

UAC-9. Given that I have received a reference number when I log a fault and my meter is verified then the system should save a reference number on the App watchlist.

UAC-10. Given that there is a power outage when I log a fault then the system should ask "Are you the owner of the premise"

		UAC-11. Given that the app user indicates that they are not the owner of the premise when they log a fault then the system should send an SMS to the Eskom account owner.
Track Reference number progress	Track progress of outage via reference number received – As an app user, I want to use a reference number to look up the status of my fault so that I know the status of my fault	UAC-1. Given that the user has selected a reference number when requesting feedback then the latest milestone feedback will be displayed on the page

UAC-2: Given that the user has a reference number from other channels when wanting feedback on a fault then the App should retrieve the latest milestone feedback and provide it to the user as well as request if they want to save the reference number on the watchlist for further tracking. |
| Premise verification | Verification of Premise/s - As an App user I want to log a fault as an Eskom customer so that Eskom is made aware of the outage at my premise. | UAC-1. Given that there is a power outage when I log a fault using an account number then the system should verify if customer is valid by using account number.

UAC-2. Given that there is a power outage when I log a fault using a meter number then the system should verify that the meter number is matched to a record.

UAC-4. Given that there is a power outage when I log a fault using an account number then the system should verify if an account number is matched to a record.

UAC-5. Given that there is a power outage when I log a fault using my account number and multiple premises are matched to my account then the system should allow me to select the affected premise or enter my premise number for accounts with large numbers of premises. |
| Case Based Reasoning | Prepaid Case based reasoning - As a pre-paid customer, I want to have case base reasoning questions relevant to my meter So that I can determine how to restore my power | UAC-1. Given that I am a prepaid Customer And Information is visible on the meter display screen And the meter has credit/units And the meter does not display an error And the main circuit Breaker Has Tripped And the power Returned After Resetting the main circuit breaker When I perform case based reasoning Then the system should display message "Ok |

based on your answers, we have concluded that the problem is not due to an Eskom fault but is rather on your side of the meter. This means that Eskom will not be taking any further action in this regard. The suggested course of action would be for you to contact an electrical contractor to assist you in resolving your problem"

UAC-2
Given that I am a prepaid Customer
And Information is visible on the meter display screen
And the meter has credit/units
And the meter does not display an error
And the main circuit Breaker Has Tripped
And the power did not Return After Resetting
And Main Circuit Breaker still Tripping
And the power did return after unplugging all appliances and resetting MCB
When I perform case based reasoning
Then the system should display message "Please ensure that all appliances have been unplugged and that the main circuit breaker is switched back on." "Problem resolved"

UAC-3
Given that I am a prepaid Customer
And Information is visible on the meter display screen
And the meter has credit/units
And the meter does not display an error
And the main circuit Breaker Has Tripped
And the power did not Return After Resetting the MCB
And the power did not return after unplugging all appliances and resetting the MCB
When I perform case base reasoning
Then the system should display the message "Confirm whether your neighbours are also without power" and log a fault

UAC-4
Given that I am a prepaid Customer
And Information is visible on the meter display screen

And the meter has credit/units
And the meter does not display an error
And the main circuit Breaker Has Not Tripped
And the power Returned After Resetting the main circuit breaker
When I perform case base reasoning
Then the system should display message "Ok based on your answers, we have concluded that the problem is not due to an Eskom fault but is rather on your side of the meter. This means that Eskom will not be taking any further action in this regard. The suggested course of action would be for you to contact an electrical contractor to assist you in resolving your problem"

UAC-10
Given that I am a prepaid Customer
And Information is visible on the meter display screen
And the meter does not have credit/units
When I perform case based reasoning
Then the system should display message " Please purchase and load electricity on your meter"

UAC-12
Given that I am a prepaid Customer
And Information is not visible on the meter display screen
When I perform case based reasoning
Then the system should "Confirm whether your neighbours are also without power" and log a fault

UAC-13
Given that I am a prepaid Customer
And Information visible on the meter display screen
And the meter does have credit/units
And an error code is displayed on my meter
And I have self-diagnosed the error and electricity supply is back on
When I perform case based reasoning
Then the system should display message "Problem resolved"

UAC-14
Given that I am a prepaid Customer
And Information is visible on the meter display screen
And the meter does have credit/units
And an error code is displayed on my meter
And I have not been able to self-diagnose the error
And the main circuit Breaker Has Tripped
And the power Returned After Resetting the MCB
When I perform case based reasoning
Then the system should display message "Problem resolved"

UAC-15
Given that I am a prepaid Customer
And Information is visible on the meter display screen
And the meter does not have credit/units
And an error code is displayed on my meter
And I have not been able to self-diagnose the error
And the main circuit Breaker Has Tripped
And the power not Returned After Resetting the MCB
And Main Circuit Breaker is still Tripping
And the power did not return after unplugging all appliances and resetting MCB
When I perform case based reasoning
Then the system should display message "Confirm whether your neighbours are also without power" and log a fault

UAC-16
Given that I am a prepaid Customer
And Information is visible on the meter display screen
And the meter does have credit/units
And an error code is displayed on my meter
And I have not been able to self-diagnose the error
And the main circuit Breaker Has Tripped
And the power not Returned After Resetting the MCB
And Main Circuit Breaker is still Tripping
And the power did return after unplugging all

appliances and resetting MCB
When I perform case based reasoning
Then the system should display message "Problem resolved"

UAC-17
Given that I am a prepaid Customer
And Information is visible on the meter display screen
And the meter does have credit/units
And an error code is displayed on my meter
And I have not been able to self-diagnose the error
And the main circuit Breaker Has Not Tripped
And the power has returned after reloading the MCB
When I perform case based reasoning
Then the system should display message "Problem resolved"

UAC-18
Given that I am a prepaid Customer
And Information is visible on the meter display screen
And the meter does have credit/units
And an error code is displayed on my meter
And I have not been able to self-diagnose the error
And the main circuit Breaker Has Not Tripped
And the power has not returned after reloading the MCB
And the power did return after unplugging all appliances and resetting MCB
When I perform case based reasoning
Then the system should display message "Problem resolved"

UAC-19
Given that I am a prepaid Customer
And Information visible on the meter display screen
And the meter does have credit/units
And an error code is displayed on my meter
And I have not been able to self-diagnose the error
And the main circuit Breaker Has Not Tripped
And the power has not returned after reloading

		loading And the power did not return after unplugging all appliances and resetting MCB When I perform case based reasoning Then the system should display message "Confirm whether your neighbours are also without power" and log a fault
Case Based Reasoning	Post Paid Case base reasoning	**UAC-1** Given that I am a Post-Paid Customer And the Customer Account is disconnected (Disconnection flag detected) When I log a fault Then the system should display message "Disconnected due to non-Payment" **UAC-2** Given that I am a Post-Paid Customer And main circuit breaker was tripped And the power did not return after resetting And the circuit breaker is not tripping When I log a fault Then the system should display message "Isolated Eskom fault" and log a fault **UAC-3** Given that I am a Post-Paid Customer And main circuit breaker was tripped And the power returned after resetting When I log a fault Then the system should display message "Customer side fault" **UAC-4** Given that I am a Post-Paid Customer And main circuit breaker was Not tripped And the power returned after resetting When I log a fault Then the system should display message "Customer side fault" **UAC-5** Given that I am a Post-Paid Customer And main circuit breaker was Not tripped And the power did not return after resetting And the Neighbours Does not have Power? When I log a fault Then the system should display message

		"Isolated Eskom fault"
		UAC-6 Given that I am a Post-Paid Customer And main circuit breaker was Not tripped And the power did not return after resetting And the Neighbours have Power? And Eskom did not switch off the electricity When I log fault Then the system should display message "Isolated Eskom fault" and log a fault
		UAC-7 Given that I am a Post-Paid Customer And main circuit breaker was Not tripped And the power did not return after resetting And the Neighbours have Power? And Eskom switched off electricity And this is a disconnection When I log a fault Then the system should display message "Disconnected Due to field Error" and log a fault
		UAC-8 Given that I am a Post-Paid Customer And main circuit breaker was Not tripped And the power did not return after resetting And the Neighbours have Power? And Eskom switched off electricity And this is Not a disconnection When I log a fault Then the system should display message "Isolated Eskom fault" and log a fault
		UAC-9 Given that I am a Post-Paid Customer And main circuit breaker was Not tripped And the power did not return after resetting And the Neighbours have or don't have Power? When I log a fault Then the system should display other various relative fault symptoms and enable to customer to elaborate (type) on these.
View Current Outage by type	Get Current Outage by Mobile GPS	UAC1. Given that a valid GPS is supplied when the user wants to see what outages are in their area, then the system should display accurate

		outages by type on a map and on an attribute table
View Current Outage by type	Get Current Outage by Panning to an Area	As a customer, I want to get current outage by Panning to an Area so that I can easily determine the outages affecting my area.
View Current Outage by type	Get Current Outage by Previously Saved Pins – As a customer I want to get current outage by previously saved pins so that I can easily determine the outages affecting my area.	UAC1. Given that a valid previously saved pins is supplied when the user wants to see what outages are in their area, then the system should display accurate outages by type on a map and on an attribute table
View Current Outage by type	Get Current Outage by Meter Number – As a customer I want to get current outage by Meter Number so that I can easily determine the outages affecting my area.	UAC1. Given that a valid Meter Number is supplied when the user wants to see what outages are in their area, then the system should display accurate outages by type on a map and on an attribute table.

UAC2. Given that a Meter Number is supplied by a Customer when a user request to see what outages are in the area then the system should apply the LUHN Formula and indicate to the Customer if the Meter Number is incorrect (You entered an invalid Meter Number, kindly check that it is correct).

UAC3. Given that a Meter Number is supplied by a Customer when a user request to see what outages are in the area and the LUHN Formula indicates that the Meter Number is valid then the system should validate the Meter Number against CC&I (Sorry, it seems like I cannot verify your Meter Number).

UAC4. Given that a Meter Number is supplied by a Customer when a user request to see what outages are in the area and the LUHN Formula indicates that the Meter Number is valid and CC&I has found a match and there are no outages found in the area then the system should tell the Customer (We have not found any outages on your area, if you are experiencing a power loss please log a fault). |
| View Current Outage by type | Get Current Outage by Account Number – As a customer I want to get | UAC1. Given that a valid Account is supplied when the user wants to see what outages are in their area, then the system should display |

	current outage by my Account Number so that I can easily determine the outages affecting my area.	accurate outages by type on a map and on an attribute table. UAC3. Given that a Account Number is supplied by a Customer when a user request to see what outages are in the area then the system should validate the Account Number against CC&I (Sorry, it seems like I cannot verify your Account Number). UAC4. Given that a Account Number is supplied by a Customer when a user request to see what outages are in the area and CC&I has found a match and there are no outages found in the area then the system should tell the Customer (We have not found any outages on your area, if you are experiencing a power loss please log a fault).
View Future Planned Outage	Get Future Planned Outage by Previously Saved Pins – As a customer I want to get future outage by previously saved pins so that I can easily determine the outages affecting my area.	UAC1. Given that a valid previously saved pins is supplied when the user wants to see what outages are in their area, then the system should display accurate future outages on the next 48 hours by type on a map and on an attribute table.
View Future Planned Outage	Get Future Planned Outage by GPS – As a customer I want to get future planned outages by GPS so that I can easily determine the outages affecting my area.	UAC1. Given that a valid GPS Location is supplied when the user wants to see what outages are in their area, then the system should display accurate future outages on the next 48 hours by type on a map and on an attribute table.
View Future Planned Outage	Get Future Planned Outage by Meter Number – As a customer I want to get future planned outages by Meter Number so that I can easily determine the outages affecting my area.	UAC1. Given that a valid Meter Number is supplied when the user wants to see what outages are in their area, then the system should display accurate future outages on the next 48 hours by type on a map and on an attribute table.
View Future Planned Outage	Get Future Planned Outage by Account Number – As a customer I want to get future outage by a valid Account so that I can easily determine the outages affecting my area.	UAC1. Given that a valid Account is supplied when the user wants to see what outages are in their area, then the system should display accurate future outages on the next 48 hours by type on a map and on an attribute table.
View Future	Get Future Planned Outage	UAC1. Given that a valid Panning to an Area is

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Planned Outage	by Panning to an Area – As a customer I want to get future planned outages by Panning to an Area so that I can easily determine the outages affecting my area.	supplied when the user wants to see what outages are in their area, then the system should display accurate future outages on the next 48 hours by type on a map and on an attribute table.
Push and Pull Communication	Push status update to the customer – As a customer I want to be informed at regular intervals the status of my fault when the milestone condition changes as well as be assured through supplementary interval communications so that I will be kept abreast with feedback changes.	UAC-1. Given that I want to receive push notifications for a reference number that was not generated from the app when I have subscribed to the push notification then the system should display message "Do you want to add the reference number to the watchlist " and save the reference number on the watchlist.

UAC-2. Given that I have a reference number for a fault that is currently open and stored in my watchlist when I have subscribed to the push notification then the system should send push notifications at intervals with status change.

UAC-3. Given that I received a push notification indicating that I am part of a forced outage due to my service point linked to my account or meter being part of the trace when I have subscribed to push notifications then the system should send push notification at intervals with status change. |
| Push and Pull Communication | Push known outages – As a user I want to add an area to a watchlist so that I receive notifications when there are known outages. (Loadshedding, Load reduction, planned and Unplanned). | UAC-1. Given that I have location, meter number and/or Account number and my push notifications are enabled When I want to keep updated regarding outages at this location then system should add it (i.e. location, meter number and/or Account number) to the watchlist.

UAC-2 Given that I have location, meter number and/or Account number in my watchlist and my push notifications are enabled When there is a load shedding, load reduction or a planned event then I want to be sent a push notification telling the type of event and estimated time of restoration.

UAC-3. Given that I have location, meter number and/or Account number in my watchlist and my push notifications are enabled When there is an unplanned event then I want to be |

		sent a push notification telling me there is a known fault in the area.
Push and Pull Communication	Create a Watchlist – As an App user I want to have the ability to create and add to my watchlist using the account number, meter number, suburb/area or reference number So that I am able to be alerted if there are outages associated with the watchlist criteria and kept up to date via notifications should the status change.	UAC-1. Given that I add an account number to the watchlist when creating a watchlist then the system should send push notifications relevant to that account number. UAC-2. Given that I add a meter number to the watchlist when creating a watchlist then the system should send push notifications relevant to that meter number UAC-3. Given that I add a reference number to the watchlist when creating a watchlist then the system should send push notifications relevant to that reference number UAC-4. Given that I add a location to the watchlist when creating a watchlist then the system should send push notifications relevant to that location area UAC-5. Given that I add a location, reference number, meter number and account number to the watchlist when creating a watchlist then the system should send push notifications relevant to all criteria. UAC-6. Given that I have created a watchlist with several items when I remove the item on the list then the system should display a message "The item XXXXXX has been removed".
Push and Pull Communication	Push and pull – As an App user, I want to receive notifications on my device and also want the ability to respond to a notification if asked to do so So that I am able to receive and respond to notifications from Eskom.	UAC-1. Given that a push notification has been sent to the user's device indicating that their power has been restored on an unplanned event and the work on the fault has been completed when user receives feedback then the app should display choice buttons confirming whether the fault has been repaired or not. UAC-2. Given that the response notification is positive for an unplanned event when requesting feedback then the app should thank the user for the response and display a pop up a message "We happy your power is on"

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UAC-3. Given that the response notification is negative for an unplanned event when the app user provides feedback then the app should thank the user for the response and inform them a follow up call has been logged with a higher priority.

UAC-4. Given that the response notification is negative for an unplanned event when the app user provides feedback then the system should create a new case and work request with the fault symptom (repeat call isolated fault) that contains the previously closed fault information.

UAC-5. Given that I have location, meter number and/or Account number in my watchlist and my push notifications are enabled When there is a planned event that ends then I want to be sent a push notification telling me that the planned outage is over. Depending on service availability.

UAC-6. Given that I have location, meter number and/or Account number in my watchlist and my push notifications are enabled When there is a planned event has not been restored according to its schedule end time then I want to be sent a push notification telling me that the planned outage delayed. Depending on service availability.

6   OPTION DETAIL

a) Option

Not applicable