

No.	Clarification questions and answers for the date of 08 July 2022	
	REQUEST FOR PROPOSAL FOR SUPPLY /PROCURE, INSTALLATION AND CONFIGURATION OF A USSD (UNSTRUCTURED SUPPLEMENTARY SERVICE DATA) SOLUTION FOR A PERIOD OF FIVE (5) YEARS SIX (6) MONTHS MWP 1428CX	
	Question	Response

Clarification: Please can you share the information about API.

Answer

Summary of each service

Interface	Description
Get Load Shedding Status	Ability to determine if Eskom is currently implementing load shedding of power supply or not and what stage of load shedding if there is load shedding
Get Customer Data	This interface serves as an entry point when customers use online service channels to validate customer's account using account number, meter number or ID number so that they can perform other functions like to update their details, get their account balances, log a fault, get fault status/history, submit meter readings, request customer bill, etc.
Report A Fault	The ability to allow customers (both conventional and prepaid) to log power related queries using the online self-service functionality. The service returns a case reference number to the customer.
Get Case History	The ability to allow customers to obtain automated feedback on cases logged with Eskom. The service requires an account number from the customer before returning back the most recent status.
Get Meter List	The ability to get meter asset information (meter number, last reading date, last reading value and meter reading window) of meters that belong to a premise. This enables a customer to submit meter readings for specific meters
Submit Meter Reading	The ability to allow customers (conventional) to submit their meter readings for their respective premises. This enables Eskom to do monthly billing for usage of Eskom power supply
Get Account Balance	The ability to allow the customers (conventional) to obtain an automated account balance that is due for their Eskom account

Some use cases

Use Case	Identify Customer				
Description	Describes the process to identify each caller				
Trigger	Customer selection on the Online system				
Pre-condition	A call made to 08600ESKOM				
Post Condition	Customer Information is returned to the Online.				
Actors	Online Customer				
Assumptions	Any of the following information entered is valid. <ul style="list-style-type: none"> . Account Number; . Meter Number; . ID Number. 				
Normal Flow	<p>Customer selects either Pre-paid or Post-paid; System will prompt customer to enter the following based on their selection :</p> <table border="1" data-bbox="625 1057 1489 1193"> <tr> <td>Post-paid</td><td>Account Number</td></tr> <tr> <td>Pre-paid</td><td>ID number or meter number</td></tr> </table> <p>Online system invokes getAccountList(); Online system checks number of items in the returned Account List. IF getAccountList() > 1, Online system notifies customer and prompts customer to re-confirm the account number that they wish log a query for' Customer confirms or re-enters desired account number; ONLINE system then invokes getCustomer() based on the customer's account number; IF getAccountList() = 1, Online system invokes getCustomer() using the one account found in the list that was returned; CC&I returns a Customer Object to the Online system containing ACCOUNT[], PERSON[],PremiseList[],Alerts[];</p>	Post-paid	Account Number	Pre-paid	ID number or meter number
Post-paid	Account Number				
Pre-paid	ID number or meter number				
Includes	Not applicable				
Alternative Flow	CC&I returns null for the Account ID, meter ID or ID no. entered;				

Use Case	a Fault												
Description	Describes the process to log an Isolated Eskom Fault or Customer side Fault.												
Trigger	Customer selection on the Online system												
Pre-condition	A call made to 08600ESKOM; The Identify Customer Use case was successful.												
Post Condition	A CC&I reference number for the logged Isolated Eskom Fault or Customer Side Fault.												
Actors	Online Customer												
Assumptions	The Online system has determined that the customer has no known outage using the Alerts list returned; The Online system has determined that the customer has not been disconnected due to non-payment or tampering using the Alerts list returned. The Online system has successfully determined the case type(Isolated or Customer side) to be logged from the Case based reasoning Q&A presented to the customer by the Online system.												
Normal Flow	<p>The ONLINE system submits fault to CC&I with the following information:</p> <table><tr><td><u>Alert Type</u></td><td><u>Case Type</u></td><td><u>Fault Symptom</u></td></tr><tr><td>N/A</td><td>Isolated Eskom Fault</td><td>No Supply</td></tr><tr><td>Low/Non Buying</td><td>Isolated Eskom Fault</td><td>Investigate Meter</td></tr><tr><td>N/A</td><td>Customer Side Fault</td><td>Circuit Breaker Tripped</td></tr></table> <p>For Isolated Eskom Fault</p> <ul style="list-style-type: none">CC&I submits work request with respective fault symptom to Maximo;CC&I creates a closed Isolated Eskom Fault case type;CC&I creates an Outbound SMS with the case reference number. <p>For Customer Side Fault</p> <ul style="list-style-type: none">CC&I creates a closed Customer Side Fault case type;CC&I creates an Outbound SMS with the case reference number. <p>CC&I returns the Isolated Eskom fault or Customer side fault case reference number to the ONLINE system.</p>	<u>Alert Type</u>	<u>Case Type</u>	<u>Fault Symptom</u>	N/A	Isolated Eskom Fault	No Supply	Low/Non Buying	Isolated Eskom Fault	Investigate Meter	N/A	Customer Side Fault	Circuit Breaker Tripped
<u>Alert Type</u>	<u>Case Type</u>	<u>Fault Symptom</u>											
N/A	Isolated Eskom Fault	No Supply											
Low/Non Buying	Isolated Eskom Fault	Investigate Meter											
N/A	Customer Side Fault	Circuit Breaker Tripped											

Includes	Identify Customer Use Case
Alternative Flow	CC&I is unable to create a work request and a case reference for the Isolated Eskom Fault or Customer side fault. An error message is returned to the Online system.

Use Case	Account Balance
Description	Describes the process to get a Balance Enquiry.
Trigger	Customer selection on the Online system
Pre-condition	A call made to 08600ESKOM; The Identify Customer Use case was successful.
Post Condition	The customer's Bill balance, Bill due date and case reference number.
Actors	Online Customer
Assumptions	A customer Bill for the account entered exists on the Billing system.
Normal Flow	The Online system invokes getAccountBalance(); CC&I invokes the CC&B XAI service getAccountBalance(); CC&I creates a closed case. CC&I returns the Bill balance, Bill due date and case reference number to the ONLINE system
Includes	Identify Customer Use Case
Alternative Flow	The CC&B XAI service is unavailable, or; CC&I is unavailable; CC&I returns an error message notification to the ONLINE system; The Online system re-directs the customer to an agent for further assistance

Use Case	Submit Meter Reading
Description	Describes the process to Submit Meter Readings.
Trigger	Customer selection on the Online system

Pre-condition	A call made to 08600ESKOM; The Identify Customer Use case was successful.
Post Condition	A customer notification that the case reference number will be sent via SMS.
Actors	Online Customer
Assumptions	The Online system has a list containing the customer's premise IDs retrieved from the Identify Customer Use Case.
Normal Flow	<p>After confirming the customers desired premise ID, the ONLINE system invokes the getMeterList();</p> <p>CC&I invokes the CC&B XAI service getMeterList() and returns list of meters for the selected premise to the ONLINE system;</p> <p>The Online system iterates through the meter list capturing each of the customer's meter readings.</p> <p>IF PremiseList() in the Identify Use Case >1, the ONLINE system will then confirm with customer if they wish to capture readings for any of their other premises;</p> <p>IF TRUE, The customer will be prompted to enter the premise ID for which they wish to capture readings for;</p> <p>The Online system will invoke the getMeterList() again;</p> <p>CC&I invokes the CC&B XAI service getMeterList() and returns list of meters to the Online system;</p> <p>The Online system iterates through the meter list capturing each of the customer's meter readings.</p> <p>The process is repeated until PremiseList() is n or IF customer's option to capture for more premises = FALSE;</p> <p>The ONLINE system will concatenate readings for all meters linked to all premises and invoke Submit Meter Reading();</p> <p>CC&I will stage all meter reading entries for the ONLINE staging batch;</p> <p>CC&I sends a notification to the ONLINE that the customer reference will be sent through via SMS.</p> <p>The Online system will prompt customer to confirm the mobile number in use if different to the one returned by the Identify Customer use case.</p> <p>IF mobile number different, The Online will capture the new number and invoke the SubmitContactDetails();</p> <p>CC&I will :</p> <ul style="list-style-type: none"> . Save contacts to local DB; . Stage contacts for batch upload to CC&B; . Create an Update Customer case. . CC&I creates an Outbound SMS using the newly captured contact number with the case reference number for the meter readings submitted. <p>CC&I sends a notification to the ONLINE that the customer reference will be sent through via SMS.</p> <p>.</p>
Includes	Identify Customer Use Case
Alternative Flow	The Submit Meter reading call to CC&I fails or CC&I is unable to process the data and returns an error message to the Online system ;

Use Case	Case Feedback
Description	Describes the process to get a status update on a case
Trigger	Customer selection on the Online system
Pre-condition	A call made to 08600ESKOM; The Identify Customer Use case was successful. A valid CC&I case number is captured by the ONLINE system.
Post Condition	The latest status update for the requested case reference is returned to the ONLINE system
Actors	Online Customer
Assumptions	
Normal Flow	The Online system invokes getCaseFeedback(); CC&I returns a CASE[] to the Online system.
Includes	Not applicable
Alternative Flow	Get Case Feedback fails. CC&I returns an error message to the Online system;

Use Case	Update Contact Details
Description	Describes the process to Update Customer Contact Details.
Trigger	Customer selection on the Online system
Pre-condition	A call made to 08600ESKOM; The Identify Customer Use case was successful.
Post Condition	A case reference number will be returned to the ONLINE system.
Actors	Online Customer
Assumptions	
Normal Flow	<p>After capturing the new contact numbers, the Online system will invoke submitContactDetails();</p> <p>CC&I will :</p> <ul style="list-style-type: none"> . Stage Contact info for submission into CC&B. . Save contact numbers to CC&I DB. . create Update Customer Information case <p>Send the ONLINE a Notify Customer of pending SMS reference.</p>

Includes	Identify Customer Use Case
Alternative Flow	The submitContactDetails() to CC&I fails or CC&I is unable to process the information posted; An error message is returned to the Online system;

Use Case	Not Received
Description	Describes the process to log a Bill Not Received query.
Trigger	Customer selection on the Online system
Pre-condition	A call made to 08600ESKOM; The Identify Customer Use case was successful.
Post Condition	A case reference number will be returned to the Online system.
Actors	Online Customer
Assumptions	A Bill for the specified bill period has been generated and exists on the Billing system.
Normal Flow	The Online posts a submitBillNotReceived() to CC&I. CC&I will log a Bill not received case and create workflow; CC&I will return a case reference number for the logged interaction.
Includes	Identify Customer Use Case
Alternative Flow	The submitBillNotRecieved() returns an error;

Use Case	associated Media Files for case
Description	Describes the process to retrieve a voice or screen recording, email attachments or post call survey.
Trigger	An Agent viewing the case history on CC&I
Pre-condition	The user (Agent/supervisor) is logged into CC&I The user is displaying a particular case that was previously logged on the system. The channel used to log was either email or telephony.

Post Condition	Media (screen recording, voice recording, email attachments, post call surveys) is returned to the agents CC&I screen for either streaming or downloading.
Actors	CC&I Agent
Assumptions	The Smartz telephony platform recorded and transferred files to the Eskom network storage device.
Normal Flow	<p>The agent opens the case summary screen on CC&I;</p> <p>The agent selects the specific case they want to view;</p> <p>The agent selects the attachments tab;</p> <p>The agent clicks on the view/download button to retrieve the media files;</p> <p>CC&I makes a request to the storage device to lookup and return any associated media for the case in question;</p> <p>Agent is then able to play/save any associated media using the installed apps on their workstation.</p>
Includes	
Alternative Flow	No associated media for the case – CC&I returns a message stating, “We could not find any associated media for this case.”