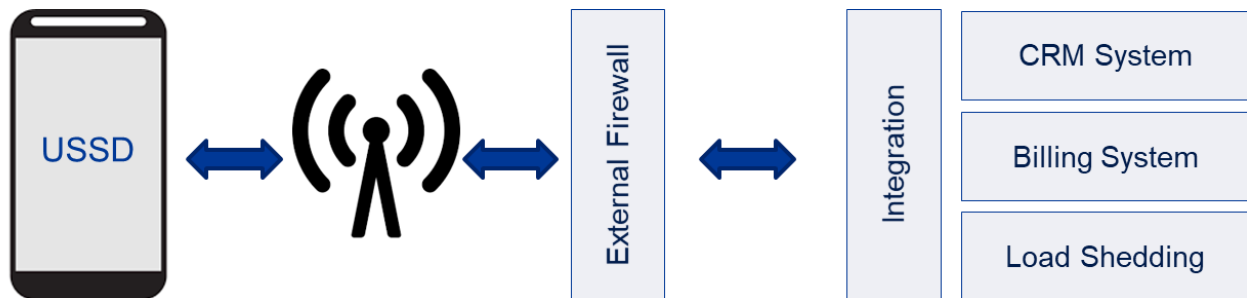|	Group IT	Template Identifier	240-83570075	Rev	6
Eskom	**Scope of Work (SoW)** **Structured SMS Data**	**Authorisation Date**	**9 November 2018**		
		Review Date	**December 2021**		

1. USSD CHANNEL REQUIRED

Figure 1: To Be -USSD Channel

2. BUSINESS REQUIREMENTS

2.1 High level Requirements

The high-level requirements include:

- The request is for a USSD solution only
- This is purely text and we are ONLY interested in a USSD channel not a BOT. We are also not interested in solutions that compose or sends documents, bills etc, we already have a solution for that.
- The USSD only needs to address queries, and this will be limited to Lower end users without access to our other channels which include a BOT. It is important that the quote is only for a USSD channel with menu items that will display text on an enquiry and re-use existing integration messages that we have 13already developed as part of the BOT we implemented.
- We already have these other channels in place and are specifically looking at the USSD channel to provide a more structured method of handling customer interactions via text.
- The USSD solution will provide the ability for text messages from Customers to be received in a structured format
- Reduce or eliminate the amount of time resources are spending trying to analyse SMS's for missing data
- Reduce or eliminate the amount of time resources are spending calling customers back to resolve SMS missing data
- Provide additional capability for USSD interactions to be automated

2.2 Detailed requirements and Business rules

2.2.1   Define the detailed business requirements in number form ensuring that the functionality is sorted and described in functionality groupings.

Functionality grouping	Functionality

Service Categories	The USSD Channel solution should cater for the following Use Cases:
	1. Customer identification
	    a. ID Number
	    b. Account number
	    c. Meter number
	    d. Cell phone number
	2. Log a fault
	    a. Log a new fault
	    b. Follow up on existing fault
	    c. Follow up on fault without reference number
	3. Log a token issue
	4. Rudimental application process
	5. Receive feedback on Reference number
	6. View and edit customer information
	    a. Phone
	    b. Email
	    c. Account
	7. View Alerts and Flags

	Vendor to indicate what Use cases are provided as standard, out of the box
	Vendor to indicate what use cases can be provided through development
Service Categories	Sensitive transactions ie Bill request, will be responded to via other existing channels i.e. email
Case Base Reasoning	Ability to provide case-based reasoning. Can use case-based reasoning to resolve faults. Ask pertinent questions. Have you got enough tokens, Does your neighbours have power. Provide immediate feedback. Idea is to resolve faults/ handle at multimedia level- to prevent calling Contact Centre. For a current list of the Case based reasoning to be used in new WhatsApp channel, see doc referenced "Whats App procesrev new phase one.doc" Adhere to business rules pertaining integration flags (e.g lower buyer indication, duplicate issue).

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Functionality grouping	Functionality
Availability	The solution shall be available for use 24 hours per day, 7 days a week and 365 days per year.
Notifications / Messages	Response must be immediate, and no interaction should require the customer to wait longer than 3 seconds before the requested information is sent back to the mobile device. Especially Case Based Reasoning– Should be instant
Notifications / Messages	Ability to display default message in USSD before listing menu options. Ie Network outage in your area (based on Customer Telephone number).
	All assumptions and dependencies should be noted i.e. If a service is dependent on the Network Operator, it should be noted.
Notifications / Messages	An auto-response should be provided. Ability to customize response based on analysis, and current outage flag via integration. All transactions should communicate a friendly, meaningful response to the customer.
Authentication	Validation should be based on Cell number verification against Customer Data (CC&B) – It is preferred that registration should NOT be an option
Device independent	The solution must be mobile independent, so that any mobile device may be used to perform the self-service functionality. Not limited to the capabilities or sophistication of the type of mobile device used by the customer
Integration	Ability to integrate with backend systems to provide information to customer ie CRM (for eg customer data, cases logged, ref numbers and pertinent flags), Billing system, Outage management, Workforce Management etc.
	How the channels fit into the current solutions used in Eskom (Integration with other back end solutions, not only SAP e.g. CC&B) – Indicate what integration is being used. Are they able to integrate with our Integration bus.-
Language	Interactions can be received and must be responded to in English
Analysis of SMS	The following should be determined from the USSD Interaction: • OU • Service Category (So that the Agent can filter in the work list. The Supervisor wants to see how many requests in order to adjust resources etc.)

Functionality grouping	Functionality
	- Language - Ref Number Sent (Can determine what was logged in CRM) - Meter number - Name - Address
Worklist	Interactions, once analysed, should be made available to the CRM Worklist
Ease of Use Requirements	The functionality must be cost effective, easy to use, user friendly
Ease of Use Requirements	The customer should select features from a menu system
Ease of Use Requirements	The menu system should allow for quick access via a structured route to feature functionality. The product shall be easy to use with logical and simple navigation where applicable.
Ease of Use Requirements	The system must have an easy way for the customer to know for certain that he is submitting a reading for the correct meter.
Ease of Use Requirements	The solution shall be used by people with no training
Ease of Use Requirements	The product shall provide help if required by the customer.
Performance	It is essential that the solution maximises the number of customers that can utilise it.
Performance	There must be no limitation to the number of accounts, premises and meters that can be accessed by the customer.
Performance	The product shall be capable of processing at least 60,000 customers on a monthly basis
	The solution must be able to handle concurrent user interactions
Security	All communications shall be secure. All messages should be encrypted. Data should only be kept for the period of the interaction of the customer.
Security	For security reasons Validation data should not be stored on the mobile device.
Security	There must be full auditability on all communications.
	Customer data should only be stored for the duration of the USSD transaction. Data should be deleted from 3rd party.

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Functionality grouping	Functionality
	Record of the transaction will be kept on our CRM. Reference number will be sent to customer via USSD / SMS
Customer distribution	Geographic distribution of users: the users are distributed nationwide
Solution Architecture	Architecture diagram to be provided, indicating all components of the solution
	Indicate what components are provided by the vendor and what components the client will need to provide
	Backup of solution functionality is required but not of the data used during a customer interaction.

2.3   INFORMATION / DATA REQUIREMNETS

2.3.1   Define the following information:
This is the full list of Data requirements at present. Selected data requirements can be extracted from this list.

Functionality	Define source/s of data. If data currently not available complete section 6.5.2	Owner of data	Data migration requirement? Indicate Y/N. If N explain why. If Y define migration requirement.
Customer consumption history	CC&B / MDMS	Eskom • CS	N (Will be sourced through integration)
Customer account details	CC&B	Eskom • CS	N (Will be sourced through integration)
Customer Billing details	CC&B	Eskom • CS	N (Will be sourced through integration)
Customer meter details	CC&B / Meter asset system	Eskom • CS / Dx	N (Will be sourced through integration)
Customer application	ACNAC	Eskom • CS	N (Will be sourced through integration)
Customer call history	CRM	Eskom • CS	N (Will be sourced through integration)
Outage Management • Meter supply status • Outage status • Automatic LV Dispatch • Low buyer • Disconnected status	Eskom Maximo	Eskom • Wires	N (Will be sourced through integration)

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Functionality	Define source/s of data. If data currently not available complete section 6.5.2	Owner of data	Data migration requirement? Indicate Y/N. If N explain why. If Y define migration requirement.
Products and services	CRM	Eskom • CS	N (Will be sourced through integration)
Tariff details	CC&B	Eskom • CS	N (Will be sourced through integration)
Documentation management	SharePoint	Eskom • CS	N (Will be sourced through integration)
Customer buying history	CRM/Billing	Eskom • CS	N (Will be sourced through integration)

2.3.2   Ensure how and when the data will be available.

All data is currently available. Gaps will be identified in subsequent phases and addressed.

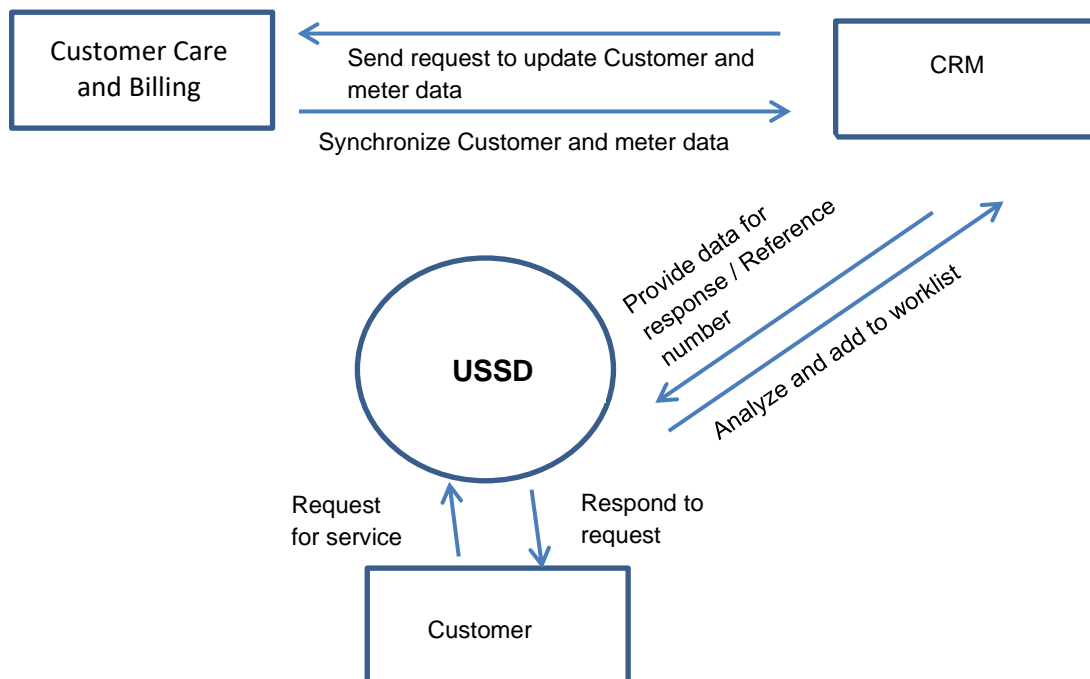| BRS Number	Gap	Owner of data	Business plan to source data

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2.4 Data flow diagram OR Context diagram

This is used to assist in understanding the scope of the business requirement. It serves as the starting point for the documentation of the detailed business requirements.

Figure 2: Data flow diagram for USSD Solution

2.5 Use Case Diagram

2.5.1 Insert the use case diagram based on the business requirements that have been defined.

Each request will be determined on its own merits in terms of whether a use case diagram needs to be provided or not.

The USSD Channel solution should cater for the following Use Cases:
1. Customer identification
    a. ID Number
    b. Account number
    c. Meter number
    d. Cell phone number
2. Log a fault
    a. Log a new fault
    b. Follow up on existing fault
    c. Follow up on fault without reference number
3. Log a token issue
4. Rudimental application process
5. Receive feedback on Reference number
6. View and edit customer information
    a. Phone
    b. Email
    c. Account
7. View Alerts and Flags

2.6 Define the legal requirements.

Functionality	Legal Requirement. Response Y/N If Yes, provide legal document number / clauses
Needs to comply with the POPI act. Business is dealing with personal information. Information to be processed (queries/answers/transactions/etc.) will be considered personal or confidential. I.e. (POPI related)	POPI Act

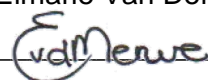## 2.7 Intellectual Property
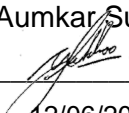
All intellectual property belongs to Eskom.

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DOCUMENT ACKNOWLEDGEMENT

By signing this document, the people listed record their agreement on the contents of this document.

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	Date:	12/06/2022