

Eskom Customers reporting system on Eskom Alfred Our Chatbot website.

Type the following information in on your phone google search. <https://alfred.eskom.co.za/chatroom/> Then entre and it will go to Eskom Alfred as indicated below.

Click on Log a new fault.

The screenshot shows a web browser window with the URL alfred.eskom.co.za/chatroom/. The browser's address bar and tabs are visible at the top. Below the browser, a Windows taskbar is shown with various application icons and a system tray on the right displaying the time as 09:19 AM on 2024-07-04 and a battery level of 31%.

The main content area of the browser displays the Eskom Alfred chatbot interface. At the top left, the Eskom logo and tagline "Powering your world" are visible. The name "Alfred" is centered at the top, and a "PRIVACY NOTICE" link is on the top right. A welcome message from Alfred is displayed in a white box:

Welcome to Eskom's new chatbot, Alfred!
Alfred can report an electricity supply fault and follow up on an existing fault.
For postpaid customers, you can use Alfred to let you know what the balance of your account is and log your meter readings.
Alfred can also answer a variety of FAQ's. We are continuously adding new and exciting functionality to Alfred.
To start a conversation with Alfred, just type 'Hi' or click on one of the buttons below:

Below the message, it says "less than a minute". There are several dark blue buttons with white text arranged in two rows:

- Prepaid meter token problems
- Log a new fault
- Check your account balance (Postpaid customer)
- Submit meter reading (Postpaid customer)
- Follow up on an existing fault
- Follow up on a fault without a reference number
- Update details

At the bottom of the chatbot interface, there is a white input field for typing a message, a blue "SUBMIT" button, and a microphone icon for voice input.

Select Prepaid Customer.

The screenshot shows a web browser window with the URL `alfred.eskom.co.za/chatroom/`. The browser's address bar and tabs are visible at the top. Below the browser, a Windows 8.1 notification banner states: "To get future Google Chrome updates, you'll need Windows 10 or later. This computer is using Windows 8.1." The main content area is the Alfred chatbot interface, which has a dark blue header with the Eskom logo and the name "Alfred". On the right side of the header, there is a "PRIVACY NOTICE" link and a "Log a new fault" button with a user icon. The chat history shows two messages from Alfred, each asking: "Before we start, there are some things I just want to check with you. What type of Eskom account do you have?". Each message is followed by two buttons: "Prepaid customer" and "I am a postpaid customer". The first message is timestamped "2 minutes" and the second "less than a minute". At the bottom of the chat area, there is a "SUBMIT" button and a microphone icon. The Windows taskbar is visible at the very bottom, showing various application icons and the system tray with the date and time: "09:22 AM 2024-07-04".

Insert meter number.

The screenshot shows a web browser window with the URL `alfred.eskom.co.za/chatroom/`. The browser's address bar and tabs are visible at the top. Below the browser, a Windows 8.1 notification banner states: "To get future Google Chrome updates, you'll need Windows 10 or later. This computer is using Windows 8.1." The main content area is the Alfred chatbot interface, which has a dark blue header with the Eskom logo and the name "Alfred". The chatbot's messages are in white bubbles, and the user's responses are in blue bubbles. The chatbot asks: "Before we start, there are some things I just want to check with you. What type of Eskom account do you have?" and "Please can you give me your Eskom prepaid meter number?". The user has selected "Prepaid customer" twice and entered the meter number "07035169627" in the input field. A "SUBMIT" button is visible next to the input field. The Windows taskbar is at the bottom, showing various application icons and system tray icons.

Click submit.

Click the Yes button.

The screenshot shows a Google Chrome browser window with the following details:

- Browser Tab:** Eskom's chatbot
- Address Bar:** alfred.eskom.co.za/chatroom/
- Page Header:** Eskom | Powering your world | Alfred | PRIVACY NOTICE
- Chat History:**
 - User:** Prepaid customer (3 minutes)
 - Bot:** Please can you give me your Eskom prepaid meter number? (2 minutes)
 - User:** 07035169627 (less than a minute)
 - Bot:** Thank you, your account has been verified.
 - Bot:** Great. Were there credits/units on your prepaid meter when the electricity went off? (less than a minute)
- Response Options:** Yes (highlighted), No
- Footer:** SUBMIT button and microphone icon.

The Windows taskbar at the bottom shows the following icons: Start, Edge, Security, File Explorer, Store, Chrome, Teams, OneNote, PowerPoint, File History, Word, Outlook, Camera, Excel, Battery (26%), Task View, OneDrive, Teams, Edge, Network, Volume, and System Tray (09:26 AM, 2024-07-04).

Click the NO button for no error code displayed on meter.

The screenshot shows a web browser window with the following details:

- Browser Tab:** Eskom's chatbot
- Address Bar:** alfred.eskom.co.za/chatroom/
- Page Header:** Eskom | Powering your world, Alfred, and a PRIVACY NOTICE link.
- Chat History:**
 - Message 1: "Thank you, your account has been verified." (1 minute)
 - Message 2: "Great. Were there credits/units on your prepaid meter when the electricity went off?" (1 minute)
 - Message 3: "Is there an error code displayed on your meter?" (less than a minute)
- Response Buttons:** "Yes" and "No" buttons are visible for the second and third messages. A blue "Yes" button is highlighted in the chat history for the second message.
- Input Area:** A text input field and a blue "SUBMIT" button are located at the bottom of the chat interface.
- System Tray:** The Windows taskbar at the bottom shows the time as 09:27 AM on 2024-07-04, with a battery level of 26%.

Add information if you have no power as well as your neighbours. Then click submit.

The screenshot shows a web browser window with the following details:

- Browser Tab:** Eskom's chatbot
- Address Bar:** alfred.eskom.co.za/chatroom/
- Page Header:** Eskom | Powering your world, Alfred, PRIVACY NOTICE
- System Notification:** To get future Google Chrome updates, you'll need Windows 10 or later. This computer is using Windows 8.1. [Learn more](#)
- Chatbot Interaction:**
 - Question: "Is there an error code displayed on your meter?" (4 minutes ago)
 - Response: "Yes" (4 minutes ago)
 - Question: "Please add any additional information? i.e. condition of fault?" (4 minutes ago)
 - Response: "No" (4 minutes ago)
- Input Field:** No power as well as the neighbors in the same area.
- Buttons:** Yes, No, SUBMIT
- Taskbar:** Windows 8.1 taskbar with icons for Start, Internet Explorer, Windows Defender, File Explorer, Microsoft Store, Google Chrome, and various background applications. System tray shows 22% battery, time 09:33 AM, and date 2024-07-04.

Click on switched are not tripped.

The screenshot shows a web browser window with the URL `alfred.eskom.co.za/chatroom/`. The browser's address bar and tabs are visible at the top. Below the browser, a notification states: "To get future Google Chrome updates, you'll need Windows 10 or later. This computer is using Windows 8.1." The main content area is the Alfred chatbot interface, which includes the Eskom logo and the name "Alfred". The chat history shows the following messages:

- Alfred: "Please add any additional information? i.e. condition of fault?" (5 minutes ago)
- User: "No power as well as the neighbours in the same area." (less than a minute ago)
- Alfred: "Please can you unplug all your appliances so they are not damaged by a surge when your power returns." (less than a minute ago)
- Alfred: "Ok thanks. Please can you check if your Main Circuit Breaker, Earth Leakage or any switch on the Distribution Board has tripped?" (less than a minute ago)

At the bottom of the chat area, two buttons are displayed: "Switches are not tripped" and "Main switch is tripped". A "SUBMIT" button and a microphone icon are located at the bottom right of the chat interface. The Windows taskbar is visible at the very bottom, showing various application icons and system tray information including the time "09:35 AM" and date "2024-07-04".

Insert a Cell phone number and click submit.

The screenshot shows a web browser window with the URL alfred.eskom.co.za/chatroom/. The browser's address bar and tabs are visible at the top. Below the browser, a notification states: "To get future Google Chrome updates, you'll need Windows 10 or later. This computer is using Windows 8.1." The main content area is a chat interface for "Alfred", an Eskom chatbot. The chatbot's name and logo are in the top left, and a "PRIVACY NOTICE" link is in the top right. The chat history shows three messages:

- Message 1:** Three buttons: "Yes, my neighbours have power", "I am not sure if my neighbours have power.", and "No, my neighbours don't have power".
- Message 2:** A blue button: "No, my neighbours don't have power".
- Message 3:** A white text input: "Ok thanks. Please can you check if your Main Circuit Breaker, Earth Leakage or any switch on the Distribution Board has tripped?". Below it are two buttons: "Switches are not tripped" and "Main switch is tripped".
- Message 4:** A blue button: "Switches are not tripped".
- Message 5:** A white text input: "Can I also get your cell phone number?".

At the bottom of the chat interface, there is a text input field containing "0783101199" and a blue "SUBMIT" button. The Windows taskbar is visible at the very bottom, showing various application icons and system tray icons.

Add additional Cell phone number and click submit.

The screenshot shows a web browser window with the following elements:

- Browser Tab:** "Eskom's chatbot"
- Address Bar:** "alfred.eskom.co.za/chatroom/"
- Page Header:** "Eskom | Powering your world" and "Alfred" with a "PRIVACY NOTICE" link.
- Chat History:**
 - 4 minutes: Status updates "Switches are not tripped" and "Main switch is tripped".
 - 3 minutes: User question: "Can I also get your cell phone number?".
 - 3 minutes: Bot response: "0784977507".
 - 1 minute: User question: "Do you maybe have an alternative contact number I can use to get a hold of you?".
- Input Field:** Contains the number "0632054073".
- Submit Button:** A blue button labeled "SUBMIT".
- Taskbar:** Shows various application icons and system tray information including "22%" battery and "09:39 AM 2024-07-04".

Add address with as much detail as possible and then click submit.

The screenshot shows a web browser window with the URL `alfred.eskom.co.za/chatroom/`. The browser's address bar and tabs are visible at the top. Below the browser, a notification states: "To get future Google Chrome updates, you'll need Windows 10 or later. This computer is using Windows 8.1." The main content area is a chat interface for "Alfred" (Eskom's chatbot). The chatbot's name and logo are in the top left, and a "PRIVACY NOTICE" link is in the top right. The chat history shows three messages from the user and three responses from the chatbot. The first message is "Can I also get your cell phone number?" (5 minutes), with a response of "0784977507" (3 minutes). The second message is "Do you maybe have an alternative contact number I can use to get a hold of you?" (3 minutes), with a response of "0632054073" (1 minute). The third message is "And your street address and town (i.e. of the premise for your point of supply)? If you don't have an address then directions are fine." (1 minute). At the bottom of the chat area, there is a text input field containing "Kwezi Naledi, Next to Lady Grey, Section Railway Station, House No. 285" and a blue "SUBMIT" button. The Windows taskbar is visible at the very bottom, showing various application icons and system information like "23%" battery and "09:41 AM 2024-07-04".

Click on the button Yes, my fault is a No supply.

The screenshot shows a web browser window with the following elements:

- Browser Tab:** "Eskom's chatbot"
- Address Bar:** "alfred.eskom.co.za/chatroom/"
- Browser Extensions:** Apps, New Tab, www.info.gov.za/vi..., Senqu Municipality, www.senqumunicip..., Sebata FMS, Eskom's chatbot, SSEG Application o...
- System Notification:** "To get future Google Chrome updates, you'll need Windows 10 or later. This computer is using Windows 8.1. [Learn more](#) X"
- Chatbot Header:** "Eskom | Powering your world" and "Alfred" with a "PRIVACY NOTICE" link.
- Chat History:**
 - 1 minute
 - 0632055073 (1 minute)
 - And your street address and town (i.e. of the premise for your point of supply)? If you don't have an address then directions are fine. (1 minute)
 - Kwezi Naledi, Next to Lady Grey, Railway Station section, House no. 285 (less than a minute)
 - Before I log your fault, can I double check that you want to log a fault related to No supply and it is not related to a faulty prepaid token? Please note, if a technician is dispatched for a No supply fault and your fault is related to a faulty prepaid token, you may be liable for call out costs. (less than a minute)
- Response Buttons:** "Yes, my fault is a No supply", "My fault is related to a faulty prepaid token", "No, it is another fault type"
- Footer:** "SUBMIT" button and a microphone icon.
- Taskbar:** Windows taskbar with icons for Start, Edge, Security, File Explorer, Store, Chrome, Teams, Word, PowerPoint, Outlook, Excel, and system tray (28% battery, 09:52 AM, 2024-07-04).

Your reference number is then displayed. Write it down for a follow up fault if Eskom does not attend to it soon. Then click on the No button.

The screenshot shows a web browser window with the URL `alfred.eskom.co.za/chatroom/`. The browser's address bar and tabs are visible at the top. Below the browser, a Windows 8.1 taskbar is shown with various application icons. The main content area displays the Alfred chatbot interface. The chatbot's header includes the Eskom logo and the name 'Alfred'. A message from the chatbot asks for confirmation to log a fault related to 'No supply' and provides a reference number 818595731. The user has responded with 'Yes, my fault is a No supply'. The chatbot then confirms the fault has been logged and asks if further help is needed. The user has selected 'No'.

Eskom | Powering your world **Alfred** **PRIVACY NOTICE**

Before I log your fault, can I double check that you want to log a fault related to No supply and it is not related to a faulty prepaid token? Please note, if a technician is dispatched for a No supply fault and your fault is related to a faulty prepaid token, you may be liable for call out costs.

1 minute

Yes, my fault is a No supply | My fault is related to a faulty prepaid token | No, it is another fault type

Yes, my fault is a No supply 

less than a minute

 Your fault has been logged! Your reference number is 818595731.

 You have indicated that you are part of a multiple customer fault and you will be serviced as soon as possible.

 Do you need any further help?

less than a minute

Yes | No

SUBMIT 

Windows taskbar: 28% battery, 09:53 AM, 2024-07-04

Then it displays bye. You have completed your fault submission.

The screenshot shows a Google Chrome browser window with the following details:

- Browser Tab:** Eskom's chatbot
- Address Bar:** alfred.eskom.co.za/chatroom/
- Page Header:** Eskom | Powering your world | Alfred | PRIVACY NOTICE
- Chat History:**
 - 2 minutes
 - Alfred: Your fault has been logged! Your reference number is 818595731.
 - Alfred: You have indicated that you are part of a multiple customer fault and you will be serviced as soon as possible.
 - Alfred: Do you need any further help?
 - 2 minutes
 - User: No
 - less than a minute
 - Alfred: Bye
 - less than a minute
- Input Area:** A text input field with a "SUBMIT" button and a microphone icon.
- Taskbar:** Windows 10 taskbar with icons for Start, Edge, Security, File Explorer, Store, Chrome, Teams, PowerPoint, Word, Outlook, and Excel. System tray shows 31% battery, time 09:55 AM, and date 2024-07-04.