

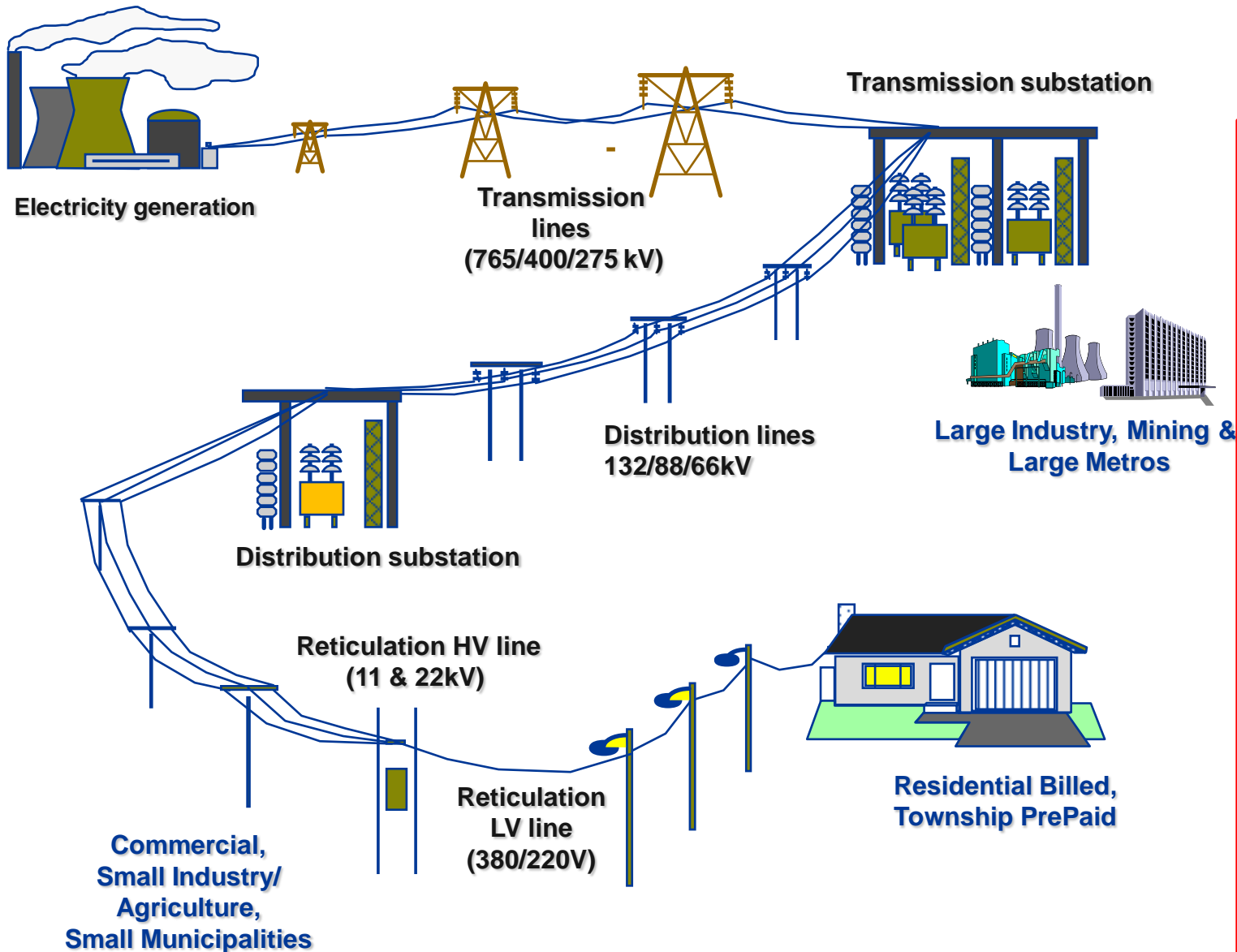
# **Eskom Contact Centre 2016**



- ☐ **Queuing for long times (peak hours).....**
  - ☐ **Calling more than once.....**
- ☐ **Agents not handling calls on one stop service.....**
  - ☐ **Faults closed without resolution.....**
- ☐ **Customers with multiple points – verification .....**

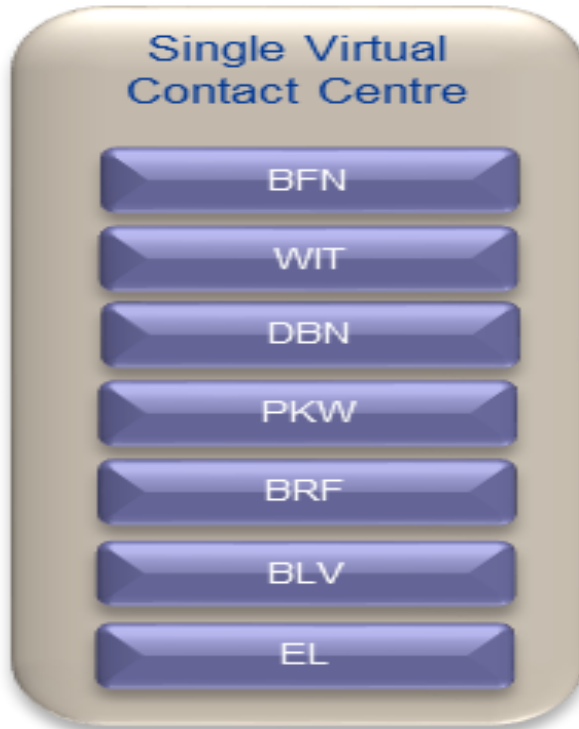
- **To put the customer at the center of our business.**
- **To guide Eskom towards the overall objective of achieving fully satisfied and serviced customers.**

# Customer Services in the Eskom Supply Chain



## Customer Services





Multi Media (SMS, etc.)

Self-Service  
(Interactive Voice Recorder  
(IVR); CS Online and  
Eskom App)

- **Eskom's Customer Service Contact Centre** provides telephonic, fax, email and SMS service channels for customers, 24 hours a day, 7 days a week – across 7 sites.
- Our Contact Centre sites are **interconnected** to provide sustained services even during severe call volume periods, such as wide spread outages due to storms.
- Our Contact Centre also has the facility for **self-service** and **voicemail**.

- The reason for this is to overflow calls to other sites when your local regional site becomes overloaded.
- This minimizes customer waiting time, as an available agent at another contact centre site can answer your call quicker. For example, our Free State customer calls are normally answered in our Bloemfontein site, if the site gets very busy, customers' calls may overflow to any one of our other sites, which are located in Cape Town, Durban, Braamfontein, Witbank, Polokwane and East London.
- Note that Eskom bears the cost of this overflow, and customers are not charged extra if their calls are overflowed to a remote site.

**Same system;  
Same response time**

## 1. Electricity supply problems

- Power failures
- Feedback
- Emergencies

## 2. Application and termination of supply

- Sales and product advice
- Direct marketing
- Applications
- Information requests
- Service Requests

## 3. Account payments and meter readings

- Meter readings
- Account enquiries
- Claims
- Payments
- Feedback
- Complaints and compliments

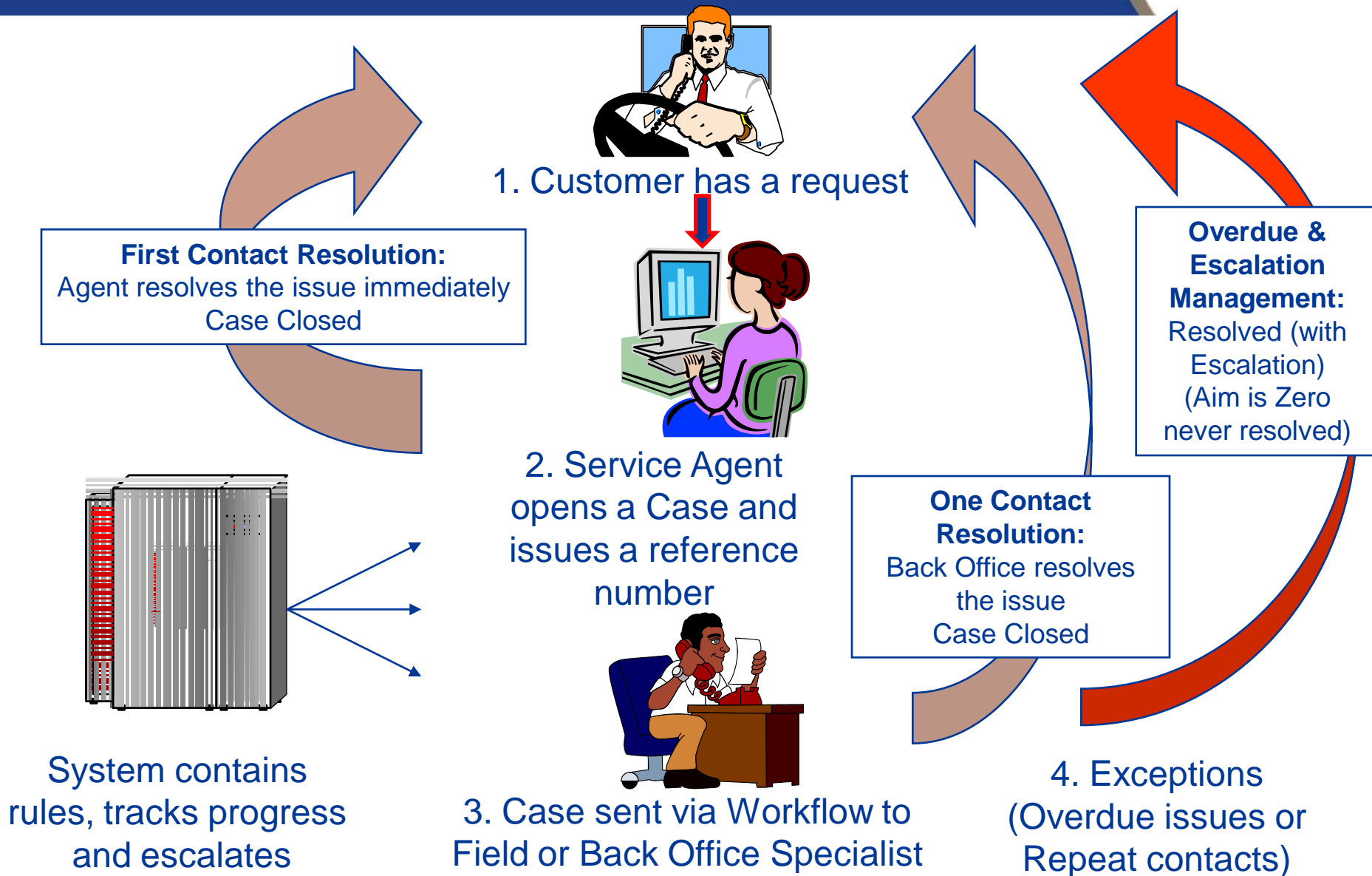
## 4. Termination and credit extension

- Information requests

## 5. Energy Efficiency Services

- Information requests

**Choose correct service to be routed to correct agent**





- ***A customer is the most important visitor on our premises.***
- ***He is not an interruption to our work. He is the purpose of it. He is not an outsider in our business. He is a part of it.***
- ***We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so.***

***Mahatma Ghandi***