Introducing
Alfred
Eskom's 24/7 service agent

Alfred the chatbot makes customer interactions seamless, fast, socially distanced and safe! Eskom wants to minimise queues and delight our customers, and thus has launched Alfred the chatbot. Utilising artificial intelligence to enhance and speed up customer service, Eskom customers can now report a power loss, get a reference number and get instant progress feedback on an existing fault - any time of day or night.

Where to find Alfred?

The Eskom website houses Alfred, click on the Alfred banner at **www.eskom.co.za or** go direct to **https://alfred.eskom.co.za/chatroom/** or click on the chatbot icon on the top menu.

Did you know, Eskom's chatbot, Alfred, is the easiest way to report electricity supply problems?

Who is Alfred for?

Any customer of Eskom, meaning directly supplied by Eskom and not a municipality supplied customer, can access this service using your account or meter number.

What can Alfred do?

This chat bot will allow you to log a power interruption in real time and will allow you to get feedback on a previously reported fault. Alfred provides you with a reference number for your interaction, allowing you to check back later to check up on the progress of your fault. We have great plans for Alfred into the future, with added services and the ability to provide better feedback. So keep an eye on this space!

Eskom - helping customers cut queues and get service 24/7

Alfred is one of three new digital platforms that has been introduced to Eskom customers in order to keep customers safe and improve the speed and ease of contact with Eskom. The others are the **MyEskom Customer app** and the **CSOnline portal.**

MyEskom Customer app is downloaded from the **IOS** or **Google play store** and the **CSOnline portal.**

Any technical difficulties with any Eskom digital platforms can be reported to **mobility@eskom.co.za**

new & improved
MyEskom Customer app

Available on the App Store

GET IT ON Google Play

Eskom