**Requesting a schedule change for the AI- Powered Customer Service Improvement project**

Dear Project Sponsor/Stakeholder,

I am writing to request approval for a schedule change regarding the AI-Powered Customer Service Improvement Project. This project aims to enhance customer interaction by deploying automated chatbots and sentiment analysis tools, which is a part of the organization’s strategy to improve service efficiency and customer satisfaction through AI-driven solutions.

Initially, the project completion date was set for June 30, but due to unforeseen circumstances that have been encountered, it will be requiring an extension to September 30.

**Issues Encountered:**

During the execution of the project, the following issues have been encountered that have resulted in a few delays that will necessitate a schedule change:

1. **Vendor Integration Delays:** The external vendor responsible for the sentiment analysis tool missed a few delivery milestones, which caused delay in integrating the tool with the chatbot system.
2. **AI Model Training Problems:** The chatbot encountered errors during training that required more time for debugging and optimization to ensure smooth performance.
3. **Staffing Shortfall:** Two essential team members have left the team unexpectedly, creating a temporary resource gap that affected progress.
4. **Regulatory Adjustments:** New data privacy requirements emerged mid-project, necessitating additional compliance testing to align with the latest regulations.

**Current Progress:**

Currently, we have made substantial progress with the execution of the project with the following:

1. **Chatbot Development:** 70% complete, with core functionality in place.
2. **Sentiment Analysis Tool:** Integration is still in progress, pending further testing.
3. **User Acceptance Testing (UAT):** Partially complete but will need more time to collect feedback from customers and finalize adjustments.

**Impact of Not Adjusting the Schedule:**

If the project continues on the original timeline, there is the risk of encountering the following issues:

* **System Performance Issues:** insufficient time for testing could result in chatbot errors or malfunctioning, negatively impacting customer interactions.
* **Non-Compliance Risks:** Incomplete testing could result in non-compliance with privacy regulations, exposing the organization to potential legal risks.
* **Negative Brand Impacts:** a rushed rollout may lead to a subpar experience, harming the brand’s reputation and reducing adoption of the new service.

**Proposed Revised Schedule and key milestones:**

To deliver a high-quality and reliable AI-powered solution, we propose extending the project deadline to September 30. Key milestones for the revised timeline include:

* July 15: Complete integration of the sentiment analysis tool.
* August 10: Finish AI model training and resolve technical issues.
* August 25: Complete UAT and incorporate customer feedback.
* September 30: Deploy the solution and conduct post-deployment monitoring to ensure smooth operation.

**Mitigation Actions to Prevent Further Delays:**

1. **Expert Staffing Support:** A senior AI consultant has been hired to address the resource gap and expedite technical work.
2. **Vendor Coordination:** Daily meetings with the vendor are in place to monitor progress and ensure timely delivery
3. **Compliance Testing:** We have engaged the legal and compliance teams early to ensure regulatory alignment and prevent further delays.

**Request for Approval**

Given the importance of ensuring a successful project outcome, we respectfully request your approval to extend the project completion date to September 30. This extension will allow us to address the challenges encountered, ensure compliance, and deliver a high-quality AI-powered service to meet customer expectations.

Please let us know if additional information is needed or if you would like to discuss this in further detail during a follow-up meeting. We appreciate your understanding and support in this matter.

Best regards,

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