Dear Manager,

First, our Team would like to thank you for giving us this opportunity to redesign the After Sales Support area. We have listed below our team's proposal.

Our Recommendations

1. Each possible stakeholder, who will be affected by the implementation of the chatbots, will need to be revisited and amended where applicable.
2. For the next 3 months, with its entire existing staff members. Digital Team Mangere and our Team will monitor, assess, note, and implement a chatbot service and will include.

* Identifying what jobs are performed in this department and who does them.
* The Teams performance and Improvements/Faults/Changes that need to be made.
* Is the Chatbot reducing the After Sales Support Teams costs and resources and an attached KPI Output Report each week highlighting differences between the old and the new system.
* None of the staff from this department's contract is terminated and would like to see them relocated into different areas within the business.

MANAGEMENT RESTRUCTURE

1. Divide this department into 4 areas
   1. Mechanical Breakdown
   2. Sales
   3. Car Insurance.
   4. Accounts.

The chatbot's first interaction has been coded to direct traffic to the following 4 areas. We have listed our top 3 eligible candidates for the Team Managers roles who will oversee looking after these departments.

Team 1 - Proposed Manager= Johnny Chao

Staff: A=B

         C=D

Team 2 - Proposed Manager= Freya Watkins

Staff: A=B

         C=D

Team 3 - Proposed Manager= Jade Ngaha

Staff: A=B

         C=D

* Johnny Chao (CV Attached)
* Freya Watkins (CV Attached)
* Jade Ngaha (CV Attached)

If you have any questions regarding any of the information provided above, please do not hesitate to contact us.

Nga mihi,

Team:

* Jade Ngaha
* Johnny Chao
* Freya Watkins