Dear Boss,

I hope this email finds you well.

This email is a response to your suggestion about implementing chatbots to support our after-sales staffs.

The usage of automated service to facilitate support staffs is not new, many telecom providers and banks have already started using AI to implement verification and redirect customers to the right department. This approach makes the whole process more efficient, saving time for both business and customers.

I think there are certain tasks that we can implement AI to reduce pressure on our support team but not to replace them, reasons to be followed:
- Implement Chatbots to answers basic/repetitive questions, i.e from our FAQs
- Redirect to the right department, which staffs have been properly trained handle customer call.
- Using AI to forecast consumer behavior and product recommendations

Despite these benefits, there are also existing issues with the implementing of AI
- **Leading to jobs loss:**
  Since our company is one of the leading car traders of the whole country. Small action can lead to big social impact, which to some extends can cause detriment to our company image if not handling well. I believe changes will need to take time so that people can adapt. We might need a restructure plan to support the existing after-sales to other departments, sales as an example.
- **AI is imperfect, it is still far away from complete to replace a human being:**
  Hence, we will need to allocate additional IT resources to monitoring output to ensure consistency of service. As a result, it is our best interest for AI to act as a middle layer to our support staffs for the time being.

Since the main concern for application of AI currently is reducing the cost. I believe this is achievable through your suggestion, however we will need to categorize this as a long-term target to minimize social impact.

I have put together a prototype of what chatbots could do in the following link:
http://node-red-wcivf-2021-01-25.mybluemix.net/chatbot/

Please kindly have a look and let me know if you would like to proceed further.

Looking forward to hearing from you.

Kind regards,

Daniel Nguyen
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