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## **Reducing The Waiting Time In Line by Robots – Proposal**

### **Situation**

Being one of the busiest retail services in the country, the U.S. Postal Service has always been facing an enormous demand from customers. As a result, customers visiting post offices usually have to wait in the line for more than five minutes and this violates the Postal Service's goal.

### **Proposed Solution**

Since the excessive waiting time in line is mostly due to the limited staffing and a high customer demand as well as the ineffective distribution of staff during peak foot traffic time, replacing human employees with robots could promisingly solve the problem.

### **Benefits**

- Preventing and reducing a significant amount of time waiting in the line of customers.
- Ensuring the fastest and smoothest services during a hectic time without worrying there may be not enough workers.
- Robots can work tirelessly 24 hours a day, 7 days a week and they can perform their preprogrammed tasks precisely with fewer errors than humans. This factor can potentially extend the service hours.
- Robots do not get tired of consistently facing and serving many people. At the same time, many people complain of experiencing unfriendly behavior from employees, which is in part due to a huge number of tasks they have to perform every day. For this reason, robots can also be helpful in some customer service situations.

### **Potential Obstacles**

- Robots can perform perfectly prescribed tasks, but they may not be able to handle unexpected situations. Therefore, such cases require human intervention to manage and resolve.
- Robots may need regular maintenance for replacing the batteries or checking if their hardware as well as software are working properly.

### **Conclusion**

We understand and value your efforts of always aiming for the highest quality of customer service, and we are here standing by your side with the willingness to bring you the most effective Technology Support solution to resolve your problems.

If you have any questions on this proposal, feel free to contact us at your convenience by email at [hnguyen1844@student.cccd.edu](mailto:hnguyen1844@student.cccd.edu). We look forward to assisting you in providing the best experience for your customers.

Thank you for your consideration,

Lan Nguyen

Project Manager

L&N Lightbot Company