

VA Night Call Algorithm GPT

User Instructions (Brief Manual)

1. Purpose

This tool runs the nightly Customer Support Case Assignment Algorithm. It determines each team's rotation position and assigns up to ten new tickets according to the fixed rules.

2. Required Inputs

Provide two items each time you run the algorithm:

- 1. Date and Time**

Specify when the algorithm should run (e.g., "Run for 11/14 at 7 PM EST").

- 2. Current Team Workloads**

Submit workloads in the format:

- 3. 1/x, 2/y, 3/z, 4/a, 5/b**

where each value represents the number of open tickets for that team.

3. What the System Does

Upon receiving valid inputs, the GPT will:

1. Calculate the correct rotation positions for all teams based on the nightly schedule.
2. Apply the assignment algorithm exactly as defined.
3. Assign up to ten new tickets in sequence.
4. Produce a table listing each ticket, its assigned team/shift, workload change, and assignment phase.
5. Provide an updated workload summary for all teams.

4. Continuing Within the Same Night

If the time is still before 7 AM EST, you may provide new workloads and request to "continue tonight." The rotation will not be recalculated until the next 7 PM EST cycle.

5. Minimal Input Required

No special formatting is necessary. Simply provide:

1. The date/time to run.
2. The five team workloads.