

Glossary

Note: This glossary is provided only to be used with "Empirical Analysis of a Call Center via SEESat" homework. Definitions provided do not necessarily hold outside the scope of this exercise.

Arrivals to queue: a SEESat variable denoting the number of calls arriving to queue in an interval.

Average agents in system: a SEESat variable denoting the average number of agents in the system.

Average service time: a SEESat variable denoting the average service time of calls that entered service in an interval.

Workload: the minimal number of servers, as a function of time, who would be required for serving ALL customers (including those abandoned) without any delay. This is in fact a single realization of the 'Offered Load'.

Offered Load: the 'Workload' averaged over a given time partition (e.g. 30 min.)

OLPS: the 'Offered Load' per server working.

FTEs: the number of servers either busy with a call or available to take one.

Average time to handle one call: 4CC parameter adhering to the average service time of calls that require service during an interval.

Average wait time (without filter): a SEESat variable denoting the average waiting time modified for the ED regime (includes very long waits).

Calls per interval: 4CC parameter adhering to the number of calls that require service in an interval.

MOP: measure of performance.