Class 10

A Stochastic Markovian Service Station in Steady State - Part II; Palm/Erlang-A.

Modelling and Analyzing a Markovian Service Station - Continued

- A Birth & Death Model: stability, MOP's;
  Some concrete models: Erlang B (Loss), Erlang C (Delay), self-service and:
- **Erlang A** = M/M/m + M: The Fundamental Markovian Model of a Service Station (Call Center), namely Poisson arrivals, Exponential services and Exponential (Im)Patience.

Recitation 11: 4CallCenters software.

HW 9: "GazolCo's Call Center".
Carry out the analysis in accordance with the instructions.
Use *4CallCenters*, as described in the assignment. (This software is downloadable from our website: http://iew3.technion.ac.il/serveng/4CallCenters/Downloads.htm.)
Each student should first "experiment" *individually* with the software. Then, continue with the assignment, starting together and, perhaps, dividing the workload as you see fit.