

Unnamed Project

Replications: 100

Time Units: Minutes

Key Performance Indicators

System	Average
Number Out	16,526

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Replications: 100 Time Units: Minutes

Entity

Time

VA Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	0.00
call	1.1902	0.01	1.1341	1.3232	0.08333548	20.3440
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	5.1842	0.38	2.2934	12.4069	1.0169	135.00
survey call	5.2826	0.38	2.1932	13.2287	1.0169	135.00
voice cale	0.2927	0.01	0.2074	0.3811	0.08373190	0.4998
NVA Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	0.00
call	0.00	0.00	0.00	0.00	0.00	0.00
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	0.00	0.00	0.00	0.00	0.00	0.00
survey call	0.00	0.00	0.00	0.00	0.00	0.00
voice cale	0.00	0.00	0.00	0.00	0.00	0.00
Wait Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	0.00
call	0.04759719	0.01	0.00121845	0.1259	0.00	27.9309
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	788.29	5.71	685.14	842.92	479.99	1918.04
survey call	788.45	4.99	699.23	834.64	479.99	1918.12
voice cale	0.00	0.00	0.00	0.00	0.00	0.00
Transfer Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	0.00
call	0.00	0.00	0.00	0.00	0.00	0.00
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	0.00	0.00	0.00	0.00	0.00	0.00
survey call	0.00	0.00	0.00	0.00	0.00	0.00
voice cale	0.00	0.00	0.00	0.00	0.00	0.00

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Entity

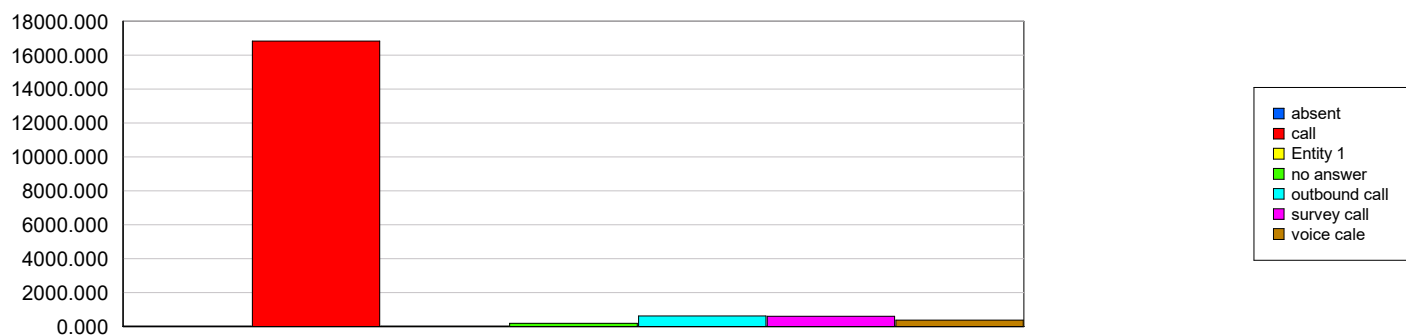
Time

Other Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	0.00
call	0.2526	0.02	0.00	0.3430	0.00	15.5809
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	0.5123	0.01	0.3644	0.8799	0.00	28.8340
survey call	2.0779	0.02	1.8372	2.2524	0.1316	28.8196
voice cale	6.8947	0.25	2.8258	10.1242	0.00413739	19.8966

Total Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	0.00
call	1.4904	0.02	1.2886	1.6148	0.08333549	31.8772
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	793.99	5.75	693.12	849.84	481.65	1921.15
survey call	795.81	5.04	709.46	841.93	481.64	1926.45
voice cale	7.1874	0.25	3.0805	10.4228	0.1340	20.1493

Other

Number In	Average	Half Width	Minimum Average	Maximum Average
absent	8.0000	0.00	8.0000	8.0000
call	16839.79	94.14	16385.00	19117.00
Entity 1	8.0000	0.00	8.0000	8.0000
no answer	188.68	11.53	54.0000	353.00
outbound call	608.44	35.72	237.00	1097.00
survey call	607.26	35.71	236.00	1095.00
voice cale	367.76	4.06	332.00	431.00



Values Across All Replications

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Entity

Other

Number Out	Average	Half Width	Minimum Average	Maximum Average		
absent	8.0000	0.00	8.0000	8.0000		
call	16286.67	203.53	13985.00	18291.00		
Entity 1	8.0000	0.00	8.0000	8.0000		
no answer	178.78	11.32	50.0000	342.00		
outbound call	608.44	35.72	237.00	1097.00		
survey call	585.23	35.39	216.00	1077.00		
voice cale	15.9200	0.80	5.0000	27.0000		
WIP	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
absent	0.00	0.00	0.00	0.00	0.00	1.0000
call	547.21	223.87	2.4165	3918.32	0.00	4805.00
Entity 1	0.00	0.00	0.00	0.00	0.00	1.0000
no answer	6.8756	1.61	0.00741232	33.9319	0.00	43.0000
outbound call	47.3695	2.77	18.6663	85.8437	0.00	442.00
survey call	14.8441	3.38	0.04627133	68.6558	0.00	97.0000
voice cale	310.57	13.19	258.59	553.08	110.00	758.00

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Queue

Time

Waiting Time	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
checking.Queue	0.00	0.00	0.00	0.00	0.00	0.00
cluster1.Queue	0.00	0.00	0.00	0.00	0.00	0.00
cluster2.Queue	0.02764418	0.00	0.00686675	0.07692224	0.00	7.1605
cluster3.Queue	0.00	0.00	0.00	0.00	0.00	0.00
inbound1	0.3160	0.04	0.00	0.9643	0.00	27.9309
outbound.queue	1.7733	0.51	0.00	9.0952	0.00	840.00
Process 8.Queue	599.54	24.77	0.00	629.48	0.00	778.97
Process 9.Queue	807.14	0.24	800.74	808.87	539.99	1078.76

Other

Number Waiting	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
checking.Queue	310.44	13.19	258.48	552.95	110.00	758.00
cluster1.Queue	0.00	0.00	0.00	0.00	0.00	0.00
cluster2.Queue	0.00681462	0.00	0.00166764	0.01842166	0.00	16.0000
cluster3.Queue	0.00	0.00	0.00	0.00	0.00	0.00
inbound1	544.90	223.91	0.02329872	3916.43	0.00	4802.00
outbound.queue	21.6289	4.93	0.08333333	102.45	0.00	131.00
Process 8.Queue	5.4868	0.99	0.00	18.4222	0.00	295.00
Process 9.Queue	41.5937	2.64	11.5980	78.4540	0.00	442.00

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Resource

Usage

Instantaneous Utilization	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
op massage 1	0.00116294	0.00	0.00	0.00466241	0.00	1.0000
op massage 2	0.00095358	0.00	0.00	0.00272894	0.00	1.0000
op massage 3	0.00095297	0.00	0.00	0.00383693	0.00	1.0000
op massage 4	0.00085985	0.00	0.00	0.00282210	0.00	1.0000
op massage 5	0.00089059	0.00	0.00	0.00287780	0.00	1.0000
op massage 6	0.00029894	0.00	0.00	0.00268364	0.00	1.0000
op massage 7	0.00	0.00	0.00	0.00	0.00	0.00
op massage 8	0.00	0.00	0.00	0.00	0.00	0.00
op massage 9	0.00019978	0.00	0.00	0.00265041	0.00	1.0000
Resource artifitial	0.2604	0.00	0.1607	0.2679	0.00	1.0000
Resource artifitial2	0.02857143	0.00	0.00	0.02976190	0.00	1.0000
Resource cluster1	0.00426095	0.00	0.00404210	0.00493113	0.00	0.0929
Resource cluster2	0.06819217	0.00	0.06160250	0.07602122	0.00	1.0000
Resource cluster3	0.01506014	0.00	0.01392905	0.01737350	0.00	0.4583
Resource op fri	0.00	0.00	0.00	0.00	0.00	0.00
Resource op mon	0.01991226	0.00	0.00	0.03376219	0.00	1.0000
Resource op sat	0.02375104	0.00	0.00008802	0.03690883	0.00	1.0000
Resource op sp1	0.00	0.00	0.00	0.00	0.00	0.00
Resource op sp2	0.00148677	0.00	0.00	0.01821628	0.00	1.0000
Resource op sun	0.02003888	0.00	0.00	0.03564946	0.00	1.0000
Resource op thu	0.00516763	0.00	0.00	0.01236164	0.00	1.0000
Resource op tue	0.01823021	0.00	0.00	0.03684479	0.00	1.0000
Resource op wed	0.01885236	0.00	0.00	0.03323001	0.00	1.0000

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Replications: 100 Time Units: Minutes

Resource

Usage

Number Busy	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
op message 1	0.00116294	0.00	0.00	0.00466241	0.00	1.0000
op message 2	0.00095358	0.00	0.00	0.00272894	0.00	1.0000
op message 3	0.00095297	0.00	0.00	0.00383693	0.00	1.0000
op message 4	0.00085985	0.00	0.00	0.00282210	0.00	1.0000
op message 5	0.00089059	0.00	0.00	0.00287780	0.00	1.0000
op message 6	0.00029894	0.00	0.00	0.00268364	0.00	1.0000
op message 7	0.00	0.00	0.00	0.00	0.00	0.00
op message 8	0.00	0.00	0.00	0.00	0.00	0.00
op message 9	0.00019978	0.00	0.00	0.00265041	0.00	1.0000
Resource artifitial	0.2604	0.00	0.1607	0.2679	0.00	1.0000
Resource artifitial2	0.02857143	0.00	0.00	0.02976190	0.00	1.0000
Resource cluster1	0.7798	0.01	0.7397	0.9024	0.00	17.0000
Resource cluster2	0.2728	0.00	0.2464	0.3041	0.00	4.0000
Resource cluster3	0.3614	0.00	0.3343	0.4170	0.00	11.0000
Resource op fri	0.00	0.00	0.00	0.00	0.00	0.00
Resource op mon	0.0930	0.01	0.00	0.1425	0.00	8.0000
Resource op sat	0.1111	0.01	0.00030290	0.1613	0.00	8.0000
Resource op sp1	0.00	0.00	0.00	0.00	0.00	0.00
Resource op sp2	0.00607175	0.00	0.00	0.08141978	0.00	4.0000
Resource op sun	0.0924	0.01	0.00	0.1456	0.00	8.0000
Resource op thu	0.02545328	0.00	0.00	0.06105731	0.00	5.0000
Resource op tue	0.08471022	0.01	0.00	0.1446	0.00	8.0000
Resource op wed	0.08789745	0.01	0.00	0.1499	0.00	8.0000

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Resource

Usage

Number Scheduled	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
op massage 1	0.2083	0.00	0.2083	0.2083	0.00	1.0000
op massage 2	0.2083	0.00	0.2083	0.2083	0.00	1.0000
op massage 3	0.2083	0.00	0.2083	0.2083	0.00	1.0000
op massage 4	0.2083	0.00	0.2083	0.2083	0.00	1.0000
op massage 5	0.2083	0.00	0.2083	0.2083	0.00	1.0000
op massage 6	0.2083	0.00	0.2083	0.2083	0.00	1.0000
op massage 7	0.00	0.00	0.00	0.00	0.00	0.00
op massage 8	0.00	0.00	0.00	0.00	0.00	0.00
op massage 9	0.2083	0.00	0.2083	0.2083	0.00	1.0000
Resource artifitial	0.3750	0.00	0.3750	0.3750	0.00	1.0000
Resource artifitial2	0.2083	0.00	0.2083	0.2083	0.00	1.0000
Resource cluster1	183.00	0.00	183.00	183.00	183.00	183.00
Resource cluster2	4.0000	0.00	4.0000	4.0000	4.0000	4.0000
Resource cluster3	24.0000	0.00	24.0000	24.0000	24.0000	24.0000
Resource op fri	0.00	0.00	0.00	0.00	0.00	0.00
Resource op mon	2.0631	0.02	1.7560	2.2917	0.00	8.0000
Resource op sat	2.0631	0.02	1.7560	2.2917	0.00	8.0000
Resource op sp1	0.00	0.00	0.00	0.00	0.00	0.00
Resource op sp2	2.0631	0.02	1.7560	2.2917	0.00	8.0000
Resource op sun	2.0631	0.02	1.7560	2.2917	0.00	8.0000
Resource op thu	1.0417	0.00	1.0417	1.0417	0.00	5.0000
Resource op tue	2.0631	0.02	1.7560	2.2917	0.00	8.0000
Resource op wed	2.0631	0.02	1.7560	2.2917	0.00	8.0000

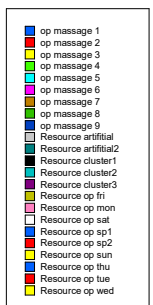
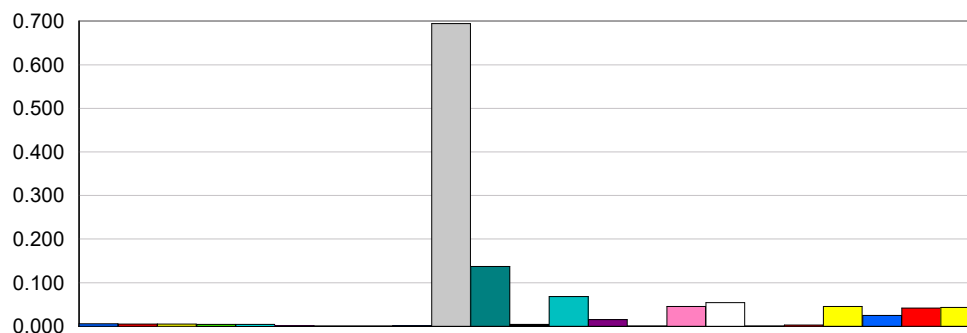
Unnamed Project

Replications: 100 Time Units: Minutes

Resource

Usage

Scheduled Utilization	Average	Half Width	Minimum Average	Maximum Average
op message 1	0.00558209	0.00	0.00	0.02237957
op message 2	0.00457719	0.00	0.00	0.01309890
op message 3	0.00457428	0.00	0.00	0.01841725
op message 4	0.00412727	0.00	0.00	0.01354609
op message 5	0.00427483	0.00	0.00	0.01381343
op message 6	0.00143491	0.00	0.00	0.01288147
op message 7	0.00	0.00	0.00	0.00
op message 8	0.00	0.00	0.00	0.00
op message 9	0.00095893	0.00	0.00	0.01272198
Resource artificial	0.6943	0.01	0.4286	0.7143
Resource artificial2	0.1371	0.01	0.00	0.1429
Resource cluster1	0.00426095	0.00	0.00404210	0.00493113
Resource cluster2	0.06819217	0.00	0.06160250	0.07602122
Resource cluster3	0.01506014	0.00	0.01392905	0.01737350
Resource op fri	0.00	0.00	0.00	0.00
Resource op mon	0.04531797	0.00	0.00	0.07007930
Resource op sat	0.05407833	0.00	0.00014665	0.08064144
Resource op sp1	0.00	0.00	0.00	0.00
Resource op sp2	0.00291746	0.00	0.00	0.03562115
Resource op sun	0.04504410	0.00	0.00	0.07130300
Resource op thu	0.02443515	0.00	0.00	0.05861502
Resource op tue	0.04130744	0.00	0.00	0.07738787
Resource op wed	0.04275574	0.00	0.00	0.06997389



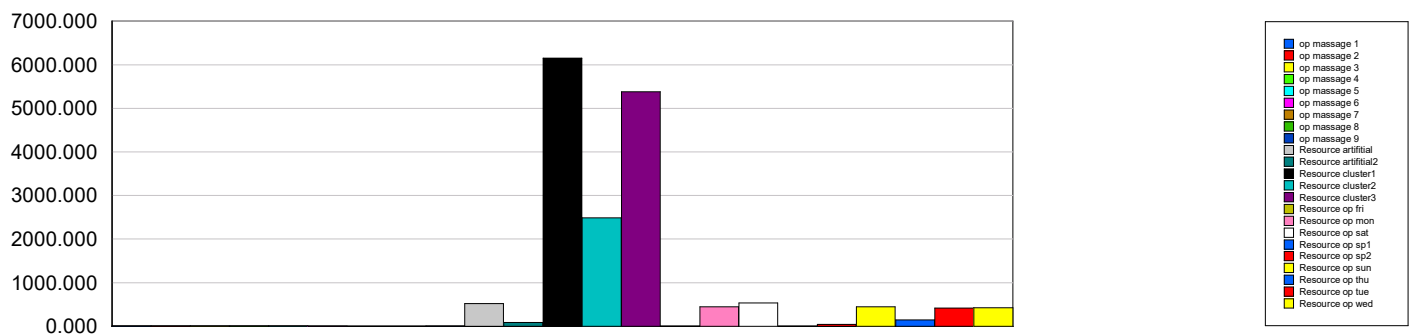
Unnamed Project

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Resource

Usage

Total Number Seized	Average	Half Width	Minimum Average	Maximum Average
op message 1	3.5500	0.38	0.00	10.0000
op message 2	2.9600	0.37	0.00	7.0000
op message 3	2.6300	0.34	0.00	8.0000
op message 4	2.6700	0.36	0.00	7.0000
op message 5	2.7600	0.35	0.00	7.0000
op message 6	0.7500	0.20	0.00	5.0000
op message 7	0.00	0.00	0.00	0.00
op message 8	0.00	0.00	0.00	0.00
op message 9	0.6000	0.30	0.00	7.0000
Resource artificial	519.24	32.82	146.00	978.00
Resource artificial2	88.0200	15.84	0.00	295.00
Resource cluster1	6154.25	40.16	5873.00	7114.00
Resource cluster2	2486.66	14.94	2377.00	2834.00
Resource cluster3	5379.69	33.81	5147.00	6187.00
Resource op fri	0.00	0.00	0.00	0.00
Resource op mon	449.03	44.47	0.00	730.00
Resource op sat	536.07	37.65	3.0000	785.00
Resource op sp1	0.00	0.00	0.00	0.00
Resource op sp2	39.6200	19.72	0.00	512.00
Resource op sun	447.02	41.18	0.00	727.00
Resource op thu	141.77	17.03	0.00	380.00
Resource op tue	415.11	42.98	0.00	738.00
Resource op wed	426.76	47.39	0.00	773.00



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User Specified

Output

Output	Average	Half Width	Minimum Average	Maximum Average
abandan rate	0.00872237	0.00	0.00	0.02781814
cost opt	23400000	0.00	23400000	23400000

