

Unnamed Project

Replications: 100

Time Units: Minutes

Key Performance Indicators

System	Average
Number Out	16,939

Unnamed Project

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 inbound	1.1656	0.00	1.1303	1.2257	0.08333411	26.5287
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	0.01666667	0.00	0.01666667	0.01666667	0.01666667	0.01666667
survey call	0.01666667	0.00	0.01666667	0.01666667	0.01666667	0.01666667
voice cale	0.2889	0.01	0.1775	0.3946	0.08337130	0.4997
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 inbound	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 inbound	0.04229247	0.01	0.00184206	0.1289	0.00	33.4084
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	594.47	3.53	535.17	623.29	479.99	669.92
survey call	593.85	3.47	550.33	623.83	479.99	669.74
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 inbound	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

Unnamed Project

Replications: 100 Time Units: Minutes

Entity

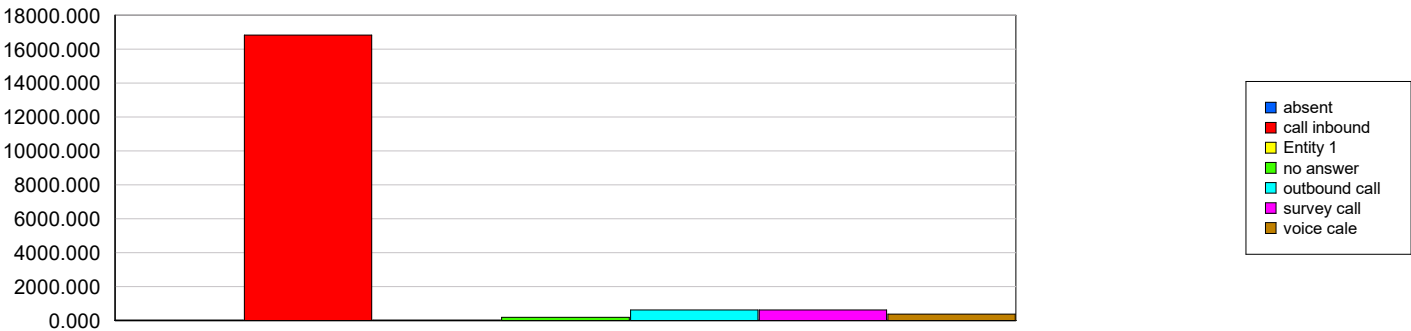
Time

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 inbound	0.3048	0.01	0.1968	0.3410	0.00	15.9328
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	0.5079	0.01	0.3805	0.6877	0.00	17.2468
survey call	2.0702	0.02	1.8591	2.3047	0.1299	14.8400
voice cale	6.8803	0.25	3.8838	10.5307	0.00739963	19.6148

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 inbound	1.5127	0.01	1.4213	1.6309	0.08333411	38.4456
Entity 1	0.00	0.00	0.00	0.00	0.00	0.00
no answer	595.00	3.53	535.79	623.76	480.02	669.97
survey call	595.93	3.47	552.20	625.91	480.16	676.39
voice cale	7.1691	0.25	4.1683	10.8333	0.1169	19.7150

Other

Number In	Average	Half Width	Minimum Average	Maximum Average
absent	8.0000	0.00	8.0000	8.0000
call inbound	16830.79	83.07	16349.00	19206.00
Entity 1	8.0000	0.00	8.0000	8.0000
no answer	192.13	13.42	74.0000	363.00
outbound call	617.19	42.89	231.00	1135.00
survey call	616.10	42.89	230.00	1134.00
voice cale	366.73	3.84	321.00	413.00



Unnamed Project

Replications: 100 Time Units: Minutes

Entity

Other

Number Out	Average	Half Width	Minimum Average	Maximum Average
absent	8.0000	0.00	8.0000	8.0000
call inbound	16657.80	97.42	15673.00	18704.00
Entity 1	8.0000	0.00	8.0000	8.0000
no answer	192.13	13.42	74.0000	363.00
outbound call	617.19	42.89	231.00	1135.00
survey call	616.10	42.89	230.00	1134.00
voice cale	15.5500	0.78	7.0000	25.0000

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 inbound	201.65	90.06	2.3848	1586.10	0.00	1923.00
Entity 1	0.00	0.00	0.00	0.00	0.00	1.0000
no answer	9.8027	0.78	2.2859	17.8099	0.00	111.00
outbound call	5.1246	0.77	0.04629464	14.2830	0.00	375.00
survey call	21.6224	1.71	5.6442	38.4510	0.00	264.00
voice cale	311.56	12.80	256.16	533.47	103.00	713.00

Unnamed Project

Replications: 100 Time Units: Minutes

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	0.02250342	0.00	0.00503432	0.07932971	0.00	6.6294
cluster3.Queue	0.00	0.00	0.00	0.00	0.00	0.00
inbound1	0.2722	0.04	0.00	0.8390	0.00	33.4084
outbound1.queue	0.08382620	0.04	0.00	1.0344	0.00	1.6388
outbound2.queue	506.61	15.67	292.73	621.86	0.00	669.41
Process 8.Queue	466.47	16.57	0.00	482.45	0.00	484.92
Process 9.Queue	0.4010	0.07	0.03508159	1.4118	0.00	6.2333

Other

Number Waiting	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
checking.Queue	311.43	12.80	256.02	533.35	103.00	713.00
cluster1.Queue	0.00	0.00	0.00	0.00	0.00	0.00
cluster2.Queue	0.00556213	0.00	0.00121313	0.01950976	0.00	15.0000
cluster3.Queue	0.00	0.00	0.00	0.00	0.00	0.00
inbound1	147.57	67.56	0.02226237	1189.23	0.00	1428.00
outbound1.queue	51.6828	23.02	0.00	455.38	0.00	527.00
outbound2.queue	31.3282	2.47	8.1895	54.0031	0.00	375.00
Process 8.Queue	5.1001	0.77	0.00	14.2151	0.00	297.00
Process 9.Queue	0.02343143	0.00	0.00049769	0.1220	0.00	374.00

Unnamed Project

Replications: 100 Time Units: Minutes

Resource

Usage

Instantaneous Utilization	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
op massage 1	0.00098387	0.00	0.00	0.00310588	0.00	1.0000
op massage 2	0.00113267	0.00	0.00	0.00339291	0.00	1.0000
op massage 3	0.00086993	0.00	0.00	0.00372169	0.00	1.0000
op massage 4	0.00097711	0.00	0.00	0.00364357	0.00	1.0000
op massage 5	0.00083884	0.00	0.00	0.00273206	0.00	1.0000
op massage 6	0.00023439	0.00	0.00	0.00203970	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	0.00007683	0.00	0.00	0.00189449	0.00	1.0000
Resource artifitial	0.00025231	0.00	0.00003086	0.00071116	0.00	1.0000
Resource artifitial2	0.00017659	0.00	0.00	0.00049107	0.00	1.0000
Resource cluster1	0.00425770	0.00	0.00403384	0.00487140	0.00	0.1202
Resource cluster2	0.06810882	0.00	0.06240060	0.07767595	0.00	1.0000
Resource cluster3	0.01501060	0.00	0.01410454	0.01700792	0.00	0.4583
Resource op fri	0.00	0.00	0.00	0.00	0.00	0.00
Resource op mon	0.01741862	0.00	0.00	0.02719476	0.00	1.0000
Resource op sat	0.02111659	0.00	0.00	0.02946143	0.00	1.0000
Resource op sp1	0.00	0.00	0.00	0.00	0.00	0.00
Resource op sp2	0.00	0.00	0.00	0.00	0.00	0.00
Resource op sun	0.01717802	0.00	0.00	0.02694122	0.00	1.0000
Resource op thu	0.00264588	0.00	0.00	0.00459002	0.00	1.0000
Resource op tue	0.01675045	0.00	0.00	0.02632415	0.00	1.0000
Resource op wed	0.01710923	0.00	0.00	0.02919525	0.00	1.0000
Resource outbound1	0.00350973	0.00	0.00002346	0.01496815	0.00	1.0000
Resource outbound2	0.00335723	0.00	0.00	0.01348005	0.00	1.0000
Resource outbound3	0.00319313	0.00	0.00	0.01263970	0.00	1.0000
Resource outbound4	0.00320525	0.00	0.00	0.01384475	0.00	1.0000
Resource outbound5	0.00361188	0.00	0.00	0.01486958	0.00	1.0000
Resource outbound6	0.00265488	0.00	0.00	0.00674772	0.00	1.0000
Resource outbound7	0.00	0.00	0.00	0.00	0.00	0.00
Resource outbound8	0.00	0.00	0.00	0.00	0.00	0.00
Resource outbound9	0.00146660	0.00	0.00	0.01769062	0.00	1.0000

Unnamed Project

Replications: 100 Time Units: Minutes

Resource

Usage

Number Busy	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
op massage 1	0.00098387	0.00	0.00	0.00310588	0.00	1.0000
op massage 2	0.00113267	0.00	0.00	0.00339291	0.00	1.0000
op massage 3	0.00086993	0.00	0.00	0.00372169	0.00	1.0000
op massage 4	0.00097711	0.00	0.00	0.00364357	0.00	1.0000
op massage 5	0.00083884	0.00	0.00	0.00273206	0.00	1.0000
op massage 6	0.00023439	0.00	0.00	0.00203970	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	0.00007683	0.00	0.00	0.00189449	0.00	1.0000
Resource artifitial	0.00084210	0.00	0.00022156	0.00144511	0.00	9.0000
Resource artifitial2	0.00017659	0.00	0.00	0.00049107	0.00	1.0000
Resource cluster1	0.7792	0.00	0.7382	0.8915	0.00	22.0000
Resource cluster2	0.2724	0.00	0.2496	0.3107	0.00	4.0000
Resource cluster3	0.3603	0.00	0.3385	0.4082	0.00	11.0000
Resource op fri	0.00	0.00	0.00	0.00	0.00	0.00
Resource op mon	0.08381505	0.01	0.00	0.1183	0.00	8.0000
Resource op sat	0.0970	0.01	0.00	0.1272	0.00	8.0000
Resource op sp1	0.00	0.00	0.00	0.00	0.00	0.00
Resource op sp2	0.00	0.00	0.00	0.00	0.00	0.00
Resource op sun	0.08153560	0.01	0.00	0.1087	0.00	8.0000
Resource op thu	0.01302001	0.00	0.00	0.02264247	0.00	5.0000
Resource op tue	0.07735915	0.01	0.00	0.1093	0.00	8.0000
Resource op wed	0.08083251	0.01	0.00	0.1167	0.00	8.0000
Resource outbound1	0.02597810	0.01	0.00018769	0.0948	0.00	8.0000
Resource outbound2	0.02494419	0.01	0.00	0.0929	0.00	8.0000
Resource outbound3	0.02404013	0.01	0.00	0.0965	0.00	8.0000
Resource outbound4	0.02397089	0.01	0.00	0.0993	0.00	8.0000
Resource outbound5	0.02661496	0.01	0.00	0.1037	0.00	8.0000
Resource outbound6	0.01988616	0.00	0.00	0.05398178	0.00	8.0000
Resource outbound7	0.00	0.00	0.00	0.00	0.00	0.00
Resource outbound8	0.00	0.00	0.00	0.00	0.00	0.00
Resource outbound9	0.01162470	0.01	0.00	0.1412	0.00	8.0000

Unnamed Project

Replications: 100 Time Units: Minutes

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	3.7738	0.00	3.7738	3.7738	0.00	9.0000
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	2.0724	0.02	1.8929	2.2500	0.00	8.0000
Resource op sat	2.0724	0.02	1.8929	2.2500	0.00	8.0000
Resource op sp1	0.00	0.00	0.00	0.00	0.00	0.00
Resource op sp2	2.0724	0.02	1.8929	2.2500	0.00	8.0000
Resource op sun	2.0724	0.02	1.8929	2.2500	0.00	8.0000
Resource op thu	1.0417	0.00	1.0417	1.0417	0.00	5.0000
Resource op tue	2.0724	0.02	1.8929	2.2500	0.00	8.0000
Resource op wed	2.0724	0.02	1.8929	2.2500	0.00	8.0000
Resource outbound1	1.5735	0.01	1.4286	1.6667	0.00	8.0000
Resource outbound2	1.5735	0.01	1.4286	1.6667	0.00	8.0000
Resource outbound3	1.5735	0.01	1.4286	1.6667	0.00	8.0000
Resource outbound4	1.5735	0.01	1.4286	1.6667	0.00	8.0000
Resource outbound5	1.5735	0.01	1.4286	1.6667	0.00	8.0000
Resource outbound6	1.5735	0.01	1.4286	1.6667	0.00	8.0000
Resource outbound7	0.00	0.00	0.00	0.00	0.00	0.00
Resource outbound8	0.00	0.00	0.00	0.00	0.00	0.00
Resource outbound9	1.5735	0.01	1.4286	1.6667	0.00	8.0000

Unnamed Project

Replications: 100 Time Units: Minutes

Resource

Usage

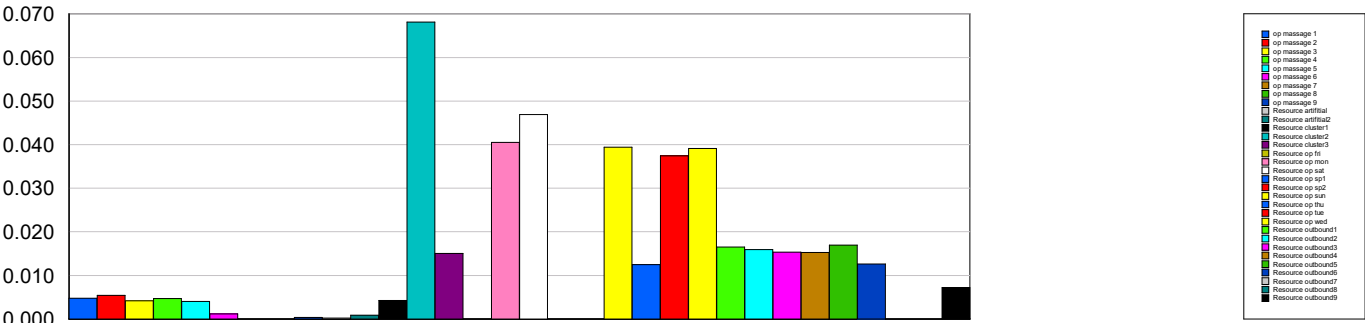
Scheduled Utilization	Average	Half Width	Minimum Average	Maximum Average
op message 1	0.00472259	0.00	0.00	0.01490822
op message 2	0.00543684	0.00	0.00	0.01628595
op message 3	0.00417566	0.00	0.00	0.01786413
op message 4	0.00469013	0.00	0.00	0.01748912
op message 5	0.00402641	0.00	0.00	0.01311390
op message 6	0.00112508	0.00	0.00	0.00979055
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	0.00036880	0.00	0.00	0.00909356
Resource artifitial	0.00022314	0.00	0.00005871	0.00038293
Resource artifitial2	0.00084762	0.00	0.00	0.00235714
Resource cluster1	0.00425770	0.00	0.00403384	0.00487140
Resource cluster2	0.06810882	0.00	0.06240060	0.07767595
Resource cluster3	0.01501060	0.00	0.01410454	0.01700792
Resource op fri	0.00	0.00	0.00	0.00
Resource op mon	0.04048200	0.00	0.00	0.05900173
Resource op sat	0.04687686	0.00	0.00	0.06213259
Resource op sp1	0.00	0.00	0.00	0.00
Resource op sp2	0.00	0.00	0.00	0.00
Resource op sun	0.03938592	0.00	0.00	0.05363098
Resource op thu	0.01249921	0.00	0.00	0.02173678
Resource op tue	0.03741340	0.00	0.00	0.05597892
Resource op wed	0.03912494	0.00	0.00	0.06031351
Resource outbound1	0.01652790	0.00	0.00011466	0.06247575
Resource outbound2	0.01588225	0.00	0.00	0.06118889
Resource outbound3	0.01530145	0.00	0.00	0.06119275
Resource outbound4	0.01521967	0.00	0.00	0.06295894
Resource outbound5	0.01690599	0.00	0.00	0.06572406
Resource outbound6	0.01264311	0.00	0.00	0.03358866
Resource outbound7	0.00	0.00	0.00	0.00
Resource outbound8	0.00	0.00	0.00	0.00
Resource outbound9	0.00721147	0.00	0.00	0.08784607

Unnamed Project

Replications: 100 Time Units: Minutes

Resource

Usage



Unnamed Project

Replications: 100 Time Units: Minutes

Resource

Usage

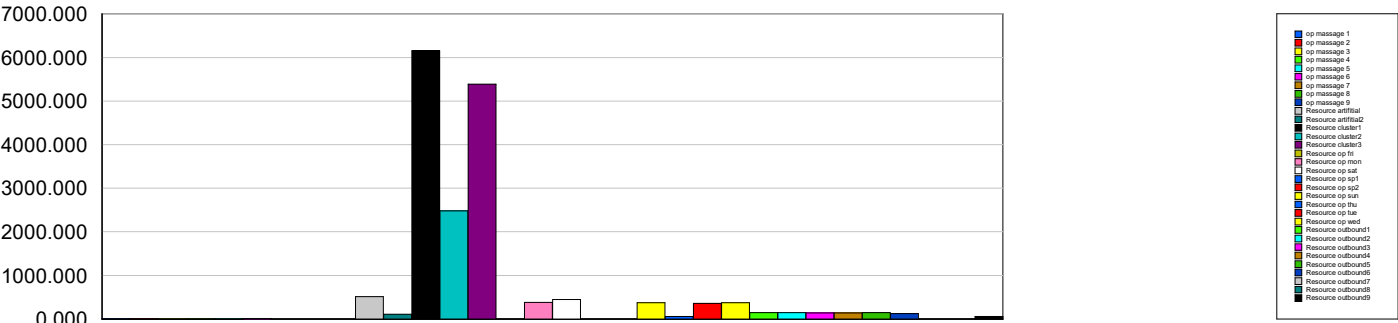
Total Number Seized	Average	Half Width	Minimum Average	Maximum Average
op message 1	3.3000	0.32	0.00	7.0000
op message 2	3.0900	0.37	0.00	8.0000
op message 3	2.6400	0.34	0.00	10.0000
op message 4	2.8500	0.38	0.00	8.0000
op message 5	2.7400	0.34	0.00	6.0000
op message 6	0.6900	0.17	0.00	4.0000
op message 7	0.00	0.00	0.00	0.00
op message 8	0.00	0.00	0.00	0.00
op message 9	0.2400	0.16	0.00	4.0000
Resource artifitial	509.30	39.72	134.00	874.00
Resource artifitial2	106.80	16.02	0.00	297.00
Resource cluster1	6147.96	34.58	5911.00	7027.00
Resource cluster2	2482.80	15.99	2335.00	2870.00
Resource cluster3	5384.93	28.25	5198.00	6176.00
Resource op fri	0.00	0.00	0.00	0.00
Resource op mon	381.03	36.27	0.00	539.00
Resource op sat	444.00	36.46	0.00	565.00
Resource op sp1	0.00	0.00	0.00	0.00
Resource op sp2	0.00	0.00	0.00	0.00
Resource op sun	375.93	33.31	0.00	488.00
Resource op thu	59.2600	6.55	0.00	95.0000
Resource op tue	354.80	36.02	0.00	500.00
Resource op wed	369.47	39.84	0.00	537.00
Resource outbound1	147.95	26.31	4.0000	497.00
Resource outbound2	141.68	26.73	0.00	486.00
Resource outbound3	138.68	27.40	0.00	526.00
Resource outbound4	135.16	27.39	0.00	513.00
Resource outbound5	147.03	30.63	0.00	543.00
Resource outbound6	120.98	15.73	0.00	297.00
Resource outbound7	0.00	0.00	0.00	0.00
Resource outbound8	0.00	0.00	0.00	0.00
Resource outbound9	58.9100	38.03	0.00	753.00

Unnamed Project

Replications: 100 Time Units: Minutes

Resource

Usage



User Specified

Tally

Interval	Average	Half Width	Minimum Average	Maximum Average	Minimum Value	Maximum Value
time between line equal to 30	11225.34	1,015.35	1.4213	13814.76	0.08333559	18070.05

Output

Output	Average	Half Width	Minimum Average	Maximum Average
abandan rate	0.00756776	0.00	0.00	0.02161475
cost opt	39800000	0.40	39800000	39800000

