

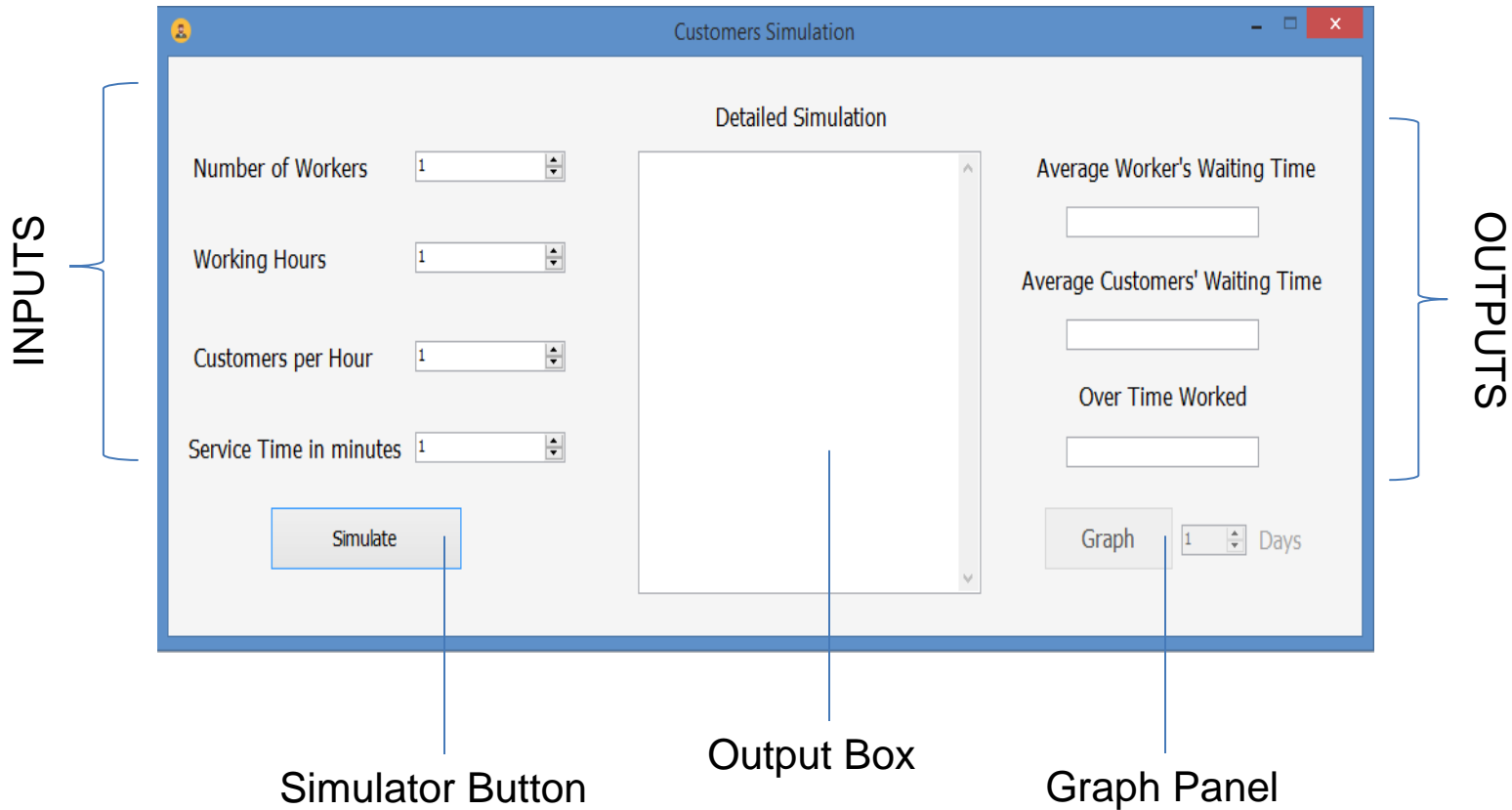


Customer Service Simulator User Guide

Introduction

This program is a simple simulator for a working shop that receives a number of customers each day. It calculates the average waiting time for both the workers and the customers. It also calculates the amount of time they work beyond their normal working hours. It graphs the average customers' waiting time in a specific number of days.

Contents



Inputs

The program asks the user to enter the number of workers, the working hours, the number of customers per hour and the amount of the service time.

Simulator Button

This is where the program starts running. By clicking this button, it simulation begins and the program runs giving you the values you want to calculate.

Output Box

This box shows the user the details of the simulation. It displays the number of customers, and the arrival time and how long a customer waits for each customer.

Outputs

The program then calculates the average waiting time of the customers and the average waiting time and overtime worked by the workers and displays them.

Graph Panel

The program graphs the average waiting time in a number of days. This number of days is an input which is entered by the user. Then the user should press the graph button to display the graph.

Simulation

Here's an example to show you how it really works.

Customers Simulation

Number of Workers

4

Working Hours

8

Customers per Hour

10

Service Time in minutes

15

Simulate

Detailed Simulation

Number of Customers today: 68

Customer number #1
Arrived after 50 minutes.
Hasn't Waited

Customer number #2
Arrived after 52 minutes.
Hasn't Waited

Customer number #3
Arrived after 52 minutes.
Hasn't Waited

Customer number #4
Arrived after 52 minutes.
Hasn't Waited

Customer number #5
Arrived after 54 minutes.
Waited for 11 minutes

Average Worker's Waiting Time

221 minutes

Average Customers' Waiting Time

17 minutes

Over Time Worked

4 minutes

Graph

1

Days

Graph

The graph panel is enabled only after a simulation is done. Now, you can choose a number of days and graph the average customers' waiting time throughout these days.

