

The project is presented in three phases, requiring us to simulate a contact center. The contact center operates 24/7 throughout the week. In each shift, there are two expert agents and three novice agents present. Thirty percent of the customers are VIP, and 70 percent are regular. Given the numbers provided in the main problem statement, the customer arrival rate varies in each shift, and one day per month has an increased arrival rate due to disturbances. The response rate of the agents is also provided. Customers can leave the queue if the wait is too long or choose the callback option until the queue is cleared, and they will be contacted. Additionally, 15 percent of customers require technical team assistance, and after completing their call with the agent, they enter the queue to speak with a technician.

In the first phase of the project, explanations related to the system and its stability reasons are required. In the second phase, based on the given data, we need to determine the distribution of response times for technicians and agents. Additionally, coding related to simulation is required. In the third part, the project requests data related to simulation and important KPIs from the simulation.