

FNBS BANK – GROUP 5

- Bank Opening Time: 8 am
- Bank Closing Time: 4 pm

Customer Arrivals (Create Entity and Decide Shift Module)

Arrival Period	Shift Name	Entity Name	Entity Type	Distribution
8am-11am	8 am to 11 am	Morning Customers Arrive	Morning Customer	EXPO(5)
11am-1pm	11 am to 1 pm	Noon Customers Arrive	Noon Customer	EXPO(4)
1pm-4pm	1 pm to 4 pm	Afternoon Customers Arrive	Afternoon Customer	EXPO(6)

Service Time Distributions (Assign Module)

Assign Name	Attribute Name->	Arrival Time	Withdrawal Service Time (mins)	Deposit Service Time (mins)	Other Service Time (mins)
Assign Morning Customer	8am-11am	TNOW	Uniform(3,5)	Uniform(4,6)	Triangular(5,13,18)
Assign Noon Customer	11am-1pm	TNOW	Uniform(3,7)	Uniform(3,8)	Triangular(4,11,17)
Assign Afternoon Customer	1pm-4pm	TNOW	Uniform(4,8)	Uniform(5,9)	Triangular(5,14,19)

Customer Services (Decide N-way by Chance Module) – Assumption is that one customer is coming only for one service and not moving around for multiple services

Process Name	Distribution %
Withdrawal Money	50%
Deposit Money	30%
Other Services	20%

Resources

Process Name	#Resources	Resource Name
Priority 1: Deposit Priority 2: Withdrawal	2	Resource Queue 1
Other Service	2	Resource Queue 2

Simulation (2160 min)

Total number of customers completing their transactions between 8am-11am	Completing_WD_0811 + Completing_Other_Service_0811	164
Total number of customers completing their transactions between 11am-1pm	Completing_WD_1101 + Completing_Other_Service_1101	131
Total number of customers completing their transactions between 1pm-4pm	Completing_WD_0104 + Completing_Other_Service_0104	145
Total number of customers who enter the bank to withdraw money between 8am-11am	Entered-Withdrawal_0811	90
Total number of customers who enter the bank to withdraw money between 11am-1pm	Entered-Withdrawal_1101	70
Total number of customers who enter the bank to withdraw money between 1pm-4pm	Entered-Withdrawal_0104	62
Total number of customers who enter the bank to deposit money between 8am-11am	Entered_Deposit_0811	42
Total number of customers who enter the bank to deposit money between 11am-1pm	Entered_Deposit_1101	39
Total number of customers who enter the bank to deposit money between 1pm-4pm	Entered_Deposit_0104	46
Average waiting time in the withdrawal-deposit queue between 8am-11am	Record Withdrawal Deposit Queue WT 0811	0.33
Average waiting time in the withdrawal-deposit queue between 11am-1pm	Record Withdrawal Deposit Queue WT 1101	0.34
Average waiting time in the withdrawal-deposit queue between 1pm-4pm	Record Withdrawal Deposit Queue WT 0104	0.28

Average Utilization of the agents serving the withdrawal-deposit customers	Resource Queue 1	42%
Average Utilization of the agents serving the customers who come for other services	Resource Queue 2	26%