

t_A	Inter-Arrival Time (Neg Binary)
t_s	Service Time Worked (Poisson) if $t_s < TR$ then t_s else TR
t_B	Break Time (Normal)
TWT	Total Worked Time
TTR	Ticket Time Required (Poisson)
TR	Time Remaining (TTR-TWT)
QT	Team Queue (infinite)
QI	Individual Queue (infinite)
QO	Other Team Queue
P	Priority (3=High, 2=Medium, 1=Low)
TST	Ticket Skill Type (1=Valid, 2=Invalid)
TSL	Ticket Skill Level
RSL	Resource Skill Level
R	Resource
QC	QC Results (1=Passed, 2=Failed – stochastic)

