Question one

To run simulations with 50 correspondents, I set up a spreadsheet in Excel with three columns: Customer ID, Average Service Time, and Idle Proportion Time. I populated Column A with the 50 correspondents. In Column B, I linked the average service time from Sheet1 by using the formula =Sheet1! I6, where I6 is the cell containing the average time in the system. Similarly, for Column C, I connected the idle proportion time to cell I9 in Sheet1 using the formula =Sheet1! I9.

Afterward, I selected the entire table, navigated to the Data tab, and chose "What-If Analysis." From the menu, I clicked on "Data Table" and selected a column input cell by choosing an empty cell. After clicking "OK," the spreadsheet generated different simulation outcomes for each row based on the Customer ID, Average Service Time, and Idle Proportion Time.