

## Atencion en Ventanilla

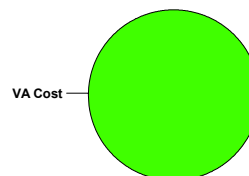
Replications: 1 Time Units: Minutes

### Key Performance Indicators

#### All Entities

Average

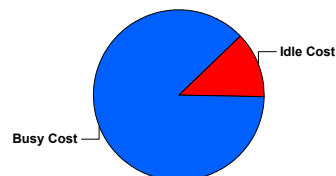
Non-Value Added Cost	0
Other Cost	0
Transfer Cost	0
Value Added Cost	377
Wait Cost	0
Total Cost	377



#### All Resources

Average

Busy Cost	377 *
Idle Cost	54
Usage Cost	0



Total Cost	431
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\* these costs are included in Entity Costs above.

#### System

Average

Total Cost	431
Number Out	359

## Atencion en Ventanilla

Replications: 1 Time Units: Minutes

## Entity

## Time

VA Time	Average	Half Width	Minimum Value	Maximum Value
Cliente	5.2863	(Insufficient)	3.2585	7.7767
Cliente Preferencial	5.3592	(Insufficient)	3.6262	7.6075
Usuario	5.0987	(Insufficient)	3.1760	7.8234
Usuario Preferencial	5.4980	(Insufficient)	3.8390	7.2585
NVA Time	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Cliente Preferencial	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00
Usuario Preferencial	0.00	(Insufficient)	0.00	0.00
Wait Time	Average	Half Width	Minimum Value	Maximum Value
Cliente	3.7941	(Insufficient)	0.00	12.8225
Cliente Preferencial	1.4816	(Insufficient)	0.00	4.6276
Usuario	5.8056	(Insufficient)	0.00	18.4569
Usuario Preferencial	1.4227	(Insufficient)	0.00	4.9155
Transfer Time	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Cliente Preferencial	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00
Usuario Preferencial	0.00	(Insufficient)	0.00	0.00
Other Time	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Cliente Preferencial	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00
Usuario Preferencial	0.00	(Insufficient)	0.00	0.00
Total Time	Average	Half Width	Minimum Value	Maximum Value
Cliente	9.0804	(Insufficient)	3.3148	17.7469
Cliente Preferencial	6.8408	(Insufficient)	4.3822	9.3942
Usuario	10.9043	(Insufficient)	3.2375	22.9598
Usuario Preferencial	6.9207	(Insufficient)	3.8390	11.3808

## Atencion en Ventanilla

Replications: 1 Time Units: Minutes

## Entity

## Cost

VA Cost	Average	Half Width	Minimum Value	Maximum Value
Cliente	1.0573	(Insufficient)	0.6517	1.5553
Cliente Preferencial	1.0718	(Insufficient)	0.7252	1.5215
Usuario	1.0197	(Insufficient)	0.6352	1.5647
Usuario Preferencial	1.0996	(Insufficient)	0.7678	1.4517
NVA Cost	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Cliente Preferencial	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00
Usuario Preferencial	0.00	(Insufficient)	0.00	0.00
Wait Cost	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Cliente Preferencial	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00
Usuario Preferencial	0.00	(Insufficient)	0.00	0.00
Other Cost	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Cliente Preferencial	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00
Usuario Preferencial	0.00	(Insufficient)	0.00	0.00
Transfer Cost	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Cliente Preferencial	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00
Usuario Preferencial	0.00	(Insufficient)	0.00	0.00
Total Cost	Average	Half Width	Minimum Value	Maximum Value
Cliente	1.0573	(Insufficient)	0.6517	1.5553
Cliente Preferencial	1.0718	(Insufficient)	0.7252	1.5215
Usuario	1.0197	(Insufficient)	0.6352	1.5647
Usuario Preferencial	1.0996	(Insufficient)	0.7678	1.4517

## Atencion en Ventanilla

Replications: 1 Time Units: Minutes

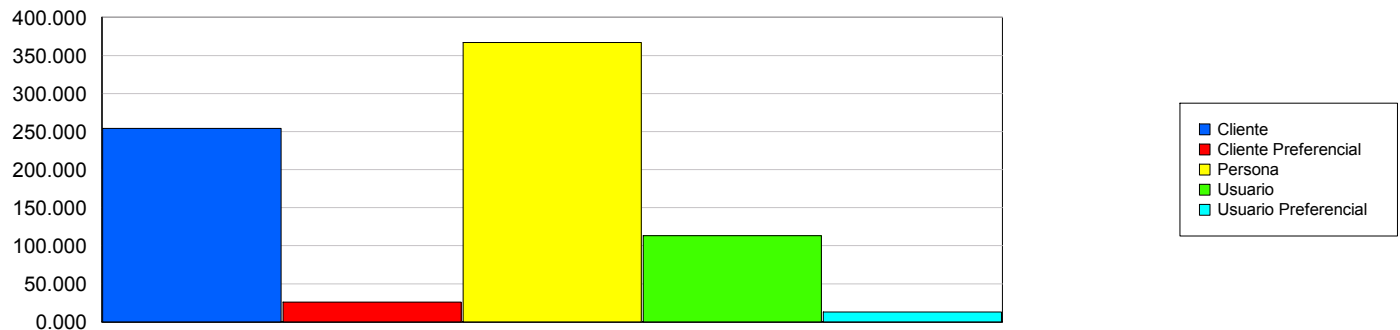
### Entity

#### Other

Number In

Value

Cliente	254.00
Cliente Preferencial	26.0000
Persona	367.00
Usuario	113.00
Usuario Preferencial	13.0000



Number Out

Value

Cliente	246.00
Cliente Preferencial	26.0000
Persona	367.00
Usuario	113.00
Usuario Preferencial	13.0000

WIP

	Average	Half Width	Minimum Value	Maximum Value
Cliente	2.8669	(Correlated)	0.00	9.0000
Cliente Preferencial	0.2470	(Insufficient)	0.00	2.0000
Persona	0.00	(Insufficient)	0.00	1.0000
Usuario	1.5145	(Insufficient)	0.00	5.0000
Usuario Preferencial	0.1250	(Insufficient)	0.00	2.0000

Atencion en Ventanilla

Replications: 1

Time Units: Minutes

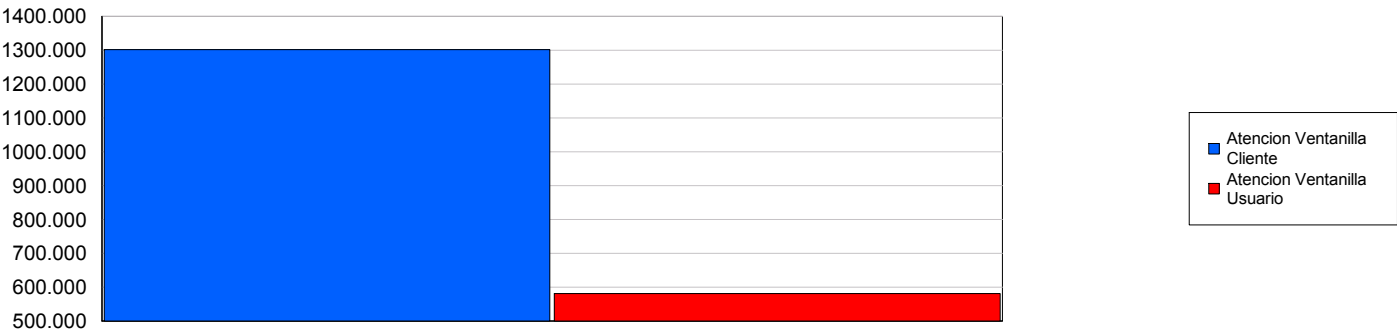
Process

Time per Entity

VA Time Per Entity	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente	5.2940	(Insufficient)	3.2585	7.7767
Atencion Ventanilla Usuario	5.1446	(Insufficient)	3.1760	7.8234
Wait Time Per Entity	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente	3.5497	(Insufficient)	0.00	12.8225
Atencion Ventanilla Usuario	5.3013	(Insufficient)	0.00	18.4569
Total Time Per Entity	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente	8.8437	(Insufficient)	3.3148	17.7469
Atencion Ventanilla Usuario	10.4460	(Insufficient)	3.2375	22.9598

Accumulated Time

Accum VA Time	Value
Atencion Ventanilla Cliente	1302.32
Atencion Ventanilla Usuario	581.34



Atencion en Ventanilla

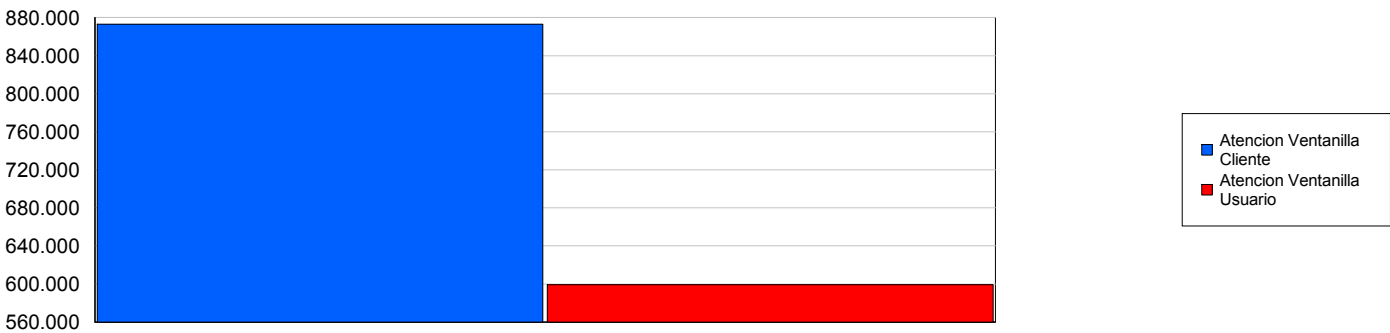
Replications: 1

Time Units: Minutes

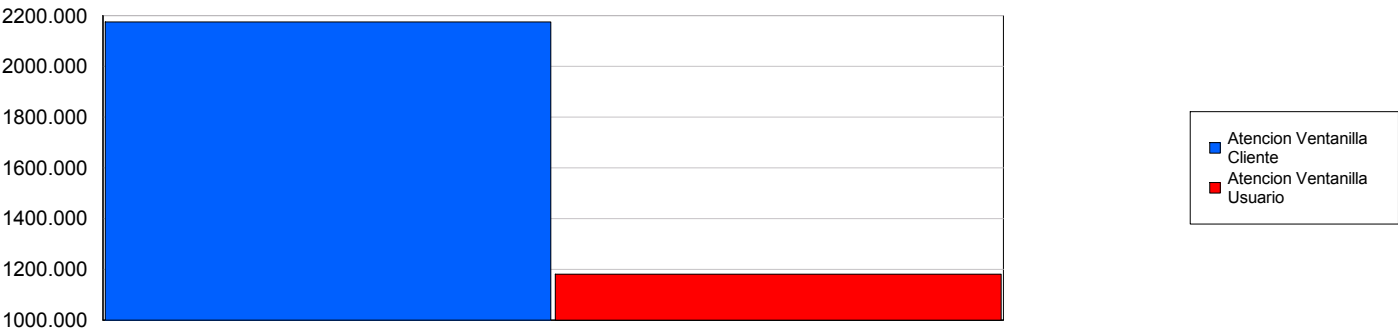
Process

Accumulated Time

Accum Wait Time	Value
Atencion Ventanilla Cliente	873.22
Atencion Ventanilla Usuario	599.05



Total Accum Time	Value
Atencion Ventanilla Cliente	2175.54
Atencion Ventanilla Usuario	1180.40



Cost per Entity

VA Cost Per Entity	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente	1.0588	(Insufficient)	0.6517	1.5553
Atencion Ventanilla Usuario	1.0289	(Insufficient)	0.6352	1.5647

Atencion en Ventanilla

Replications: 1

Time Units: Minutes

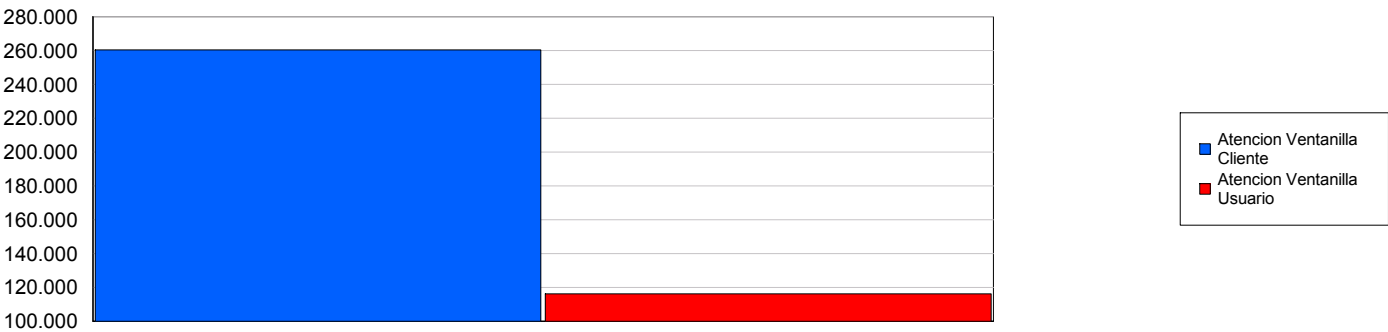
Process

Cost per Entity

Wait Cost Per Entity	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente	0.00	(Insufficient)	0.00	0.00
Atencion Ventanilla Usuario	0.00	(Insufficient)	0.00	0.00
Total Cost Per Entity	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente	1.0588	(Insufficient)	0.6517	1.5553
Atencion Ventanilla Usuario	1.0289	(Insufficient)	0.6352	1.5647

Accumulated Cost

Accum VA Cost	Value
Atencion Ventanilla Cliente	260.46
Atencion Ventanilla Usuario	116.27



Accum Wait Cost	Value
Atencion Ventanilla Cliente	0.00
Atencion Ventanilla Usuario	0.00

Atencion en Ventanilla

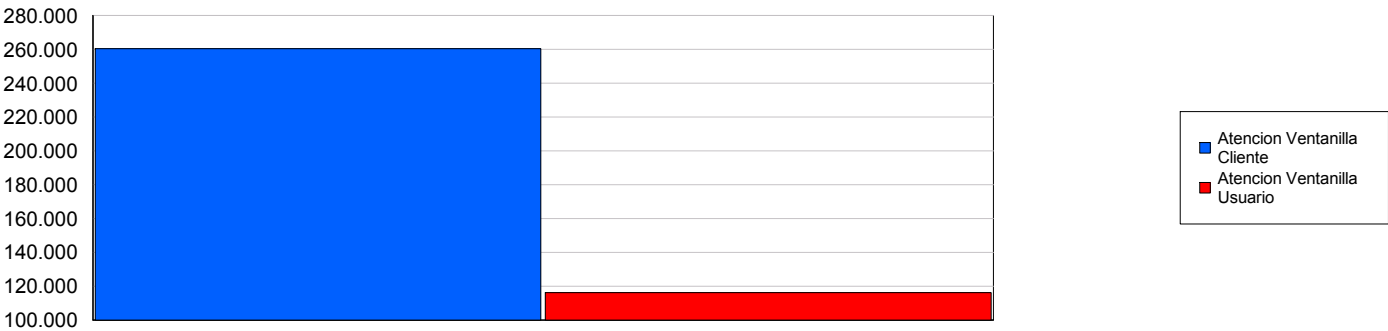
Replications: 1

Time Units: Minutes

Process

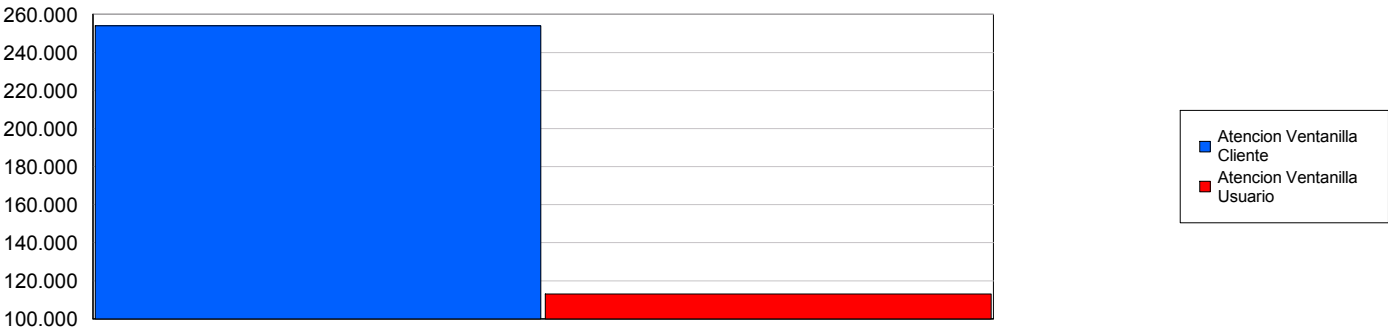
Accumulated Cost

Total Accum Cost	Value
Atencion Ventanilla Cliente	260.46
Atencion Ventanilla Usuario	116.27



Other

Number In	Value
Atencion Ventanilla Cliente	254.00
Atencion Ventanilla Usuario	113.00



Number Out	Value
Atencion Ventanilla Cliente	246.00
Atencion Ventanilla Usuario	113.00



## Atencion en Ventanilla

Replications: 1 Time Units: Minutes

### Queue

#### Time

Waiting Time	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla	3.6092	(Insufficient)	0.00	12.8225
Cliente.Queue				
Atencion Ventanilla	5.3013	(Insufficient)	0.00	18.4569
Usuario.Queue				

#### Cost

Waiting Cost	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla	0.00	(Insufficient)	0.00	0.00
Cliente.Queue				
Atencion Ventanilla	0.00	(Insufficient)	0.00	0.00
Usuario.Queue				

#### Other

Number Waiting	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla	1.2974	(Correlated)	0.00	7.0000
Cliente.Queue				
Atencion Ventanilla	0.8320	(Insufficient)	0.00	4.0000
Usuario.Queue				

Atencion en Ventanilla

Replications: 1

Time Units: Minutes

Resource

Usage

Instantaneous Utilization	Average	Half Width	Minimum Value	Maximum Value
Cajero Ventanilla Cliente	0.9083	(Insufficient)	0.00	1.0000
Cajero Ventanilla Usuario	0.8074	(Insufficient)	0.00	1.0000
Number Busy	Average	Half Width	Minimum Value	Maximum Value
Cajero Ventanilla Cliente	1.8166	(Insufficient)	0.00	2.0000
Cajero Ventanilla Usuario	0.8074	(Insufficient)	0.00	1.0000
Number Scheduled	Average	Half Width	Minimum Value	Maximum Value
Cajero Ventanilla Cliente	2.0000	(Insufficient)	2.0000	2.0000
Cajero Ventanilla Usuario	1.0000	(Insufficient)	1.0000	1.0000
Scheduled Utilization	Value			
Cajero Ventanilla Cliente	0.9083			
Cajero Ventanilla Usuario	0.8074			



Atencion en Ventanilla

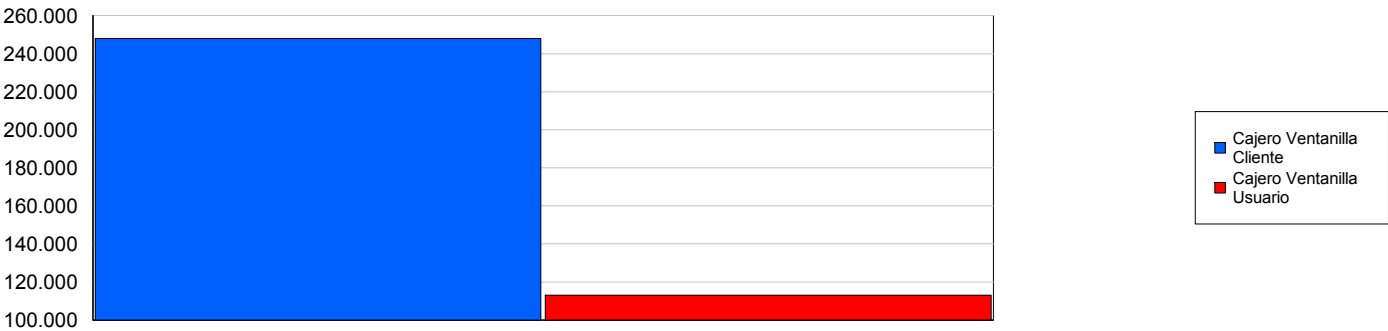
Replications: 1

Time Units: Minutes

Resource

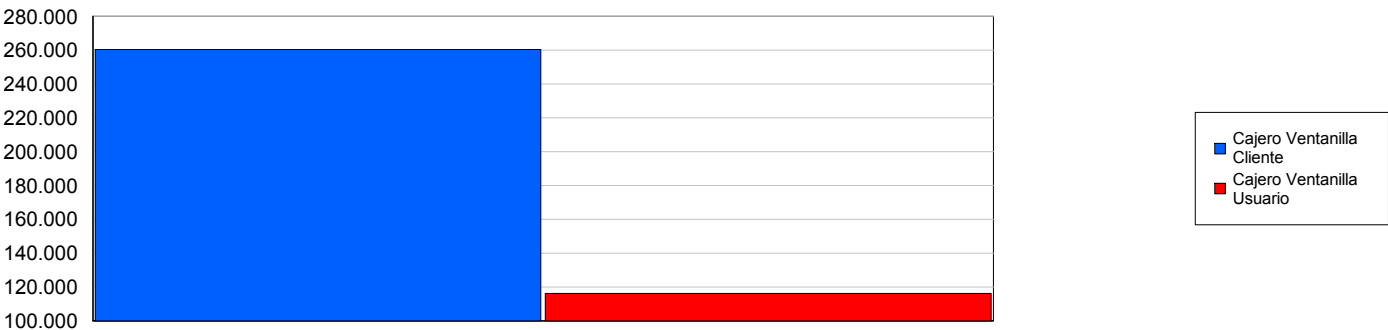
Usage

Total Number Seized	Value
Cajero Ventanilla Cliente	248.00
Cajero Ventanilla Usuario	113.00



Cost

Busy Cost	Value
Cajero Ventanilla Cliente	260.46
Cajero Ventanilla Usuario	116.27



Atencion en Ventanilla

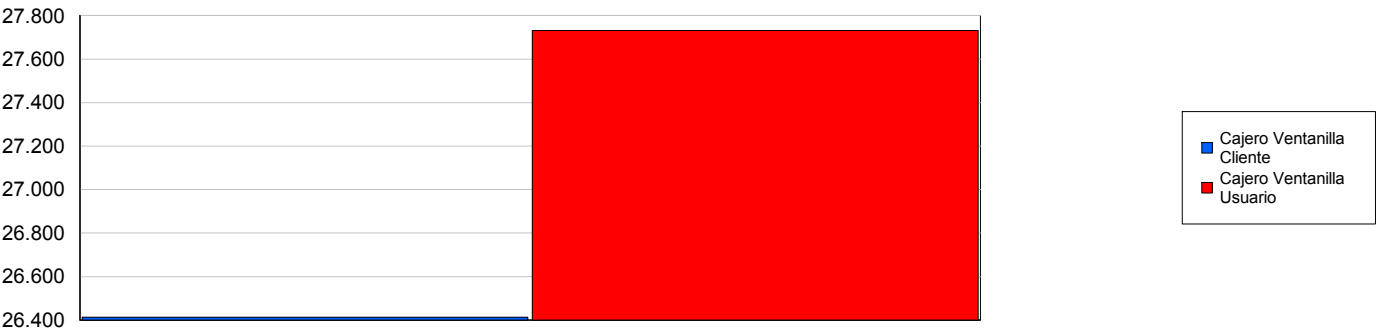
Replications: 1

Time Units: Minutes

Resource

Cost

Idle Cost	Value
Cajero Ventanilla Cliente	26.4134
Cajero Ventanilla Usuario	27.7313



Usage Cost	Value
Cajero Ventanilla Cliente	0.00
Cajero Ventanilla Usuario	0.00

Atencion en Ventanilla

Replications: 1

Time Units: Minutes

User Specified

Tally

Between	Average	Half Width	Minimum Value	Maximum Value
Tiempo Entre Llegada Cliente	2.8405	(Insufficient)	0.7746	10.5644
Tiempo Entre Llegada Cliente Preferencial	26.6019	(Insufficient)	1.8459	142.03
Tiempo Entre Llegada Usuario	6.2383	(Insufficient)	1.3632	23.8651
Tiempo Entre Llegada Usuario Preferencial	56.9954	(Insufficient)	5.5004	185.69

Counter

Count	Value
Cheque #Cliente	35.0000
Cheque #Usuario	15.0000
Deposito #Cliente	110.00
Deposito #Usuario	40.0000
Pago #Cliente	63.0000
Pago #Usuario	58.0000
Retiro #Cliente	46.0000

