Sol

$\lambda =$ 80 clientes/hora

$\mu =$ 1 cliente / 1.2 min $\times \frac{60 \text{ min}}{1 \text{ hr.}} =$ 50 clientes/hora.

$N = 2$

a) $L_q = \frac{(\lambda/\mu)^3}{1-(\lambda/\mu)^2} = \frac{4.01}{1-2.56} = 2.84$ clientes

$L_s = L_q + \frac{\lambda}{\mu} = 2.78 + 1.6 = 4.44$ clientes

b) $W_s = \frac{L_s}{\lambda} = \frac{4.38}{80} = 0.05$ horas $= 3$ min

c) $U = \frac{\lambda}{N.\mu} = \frac{80}{2(50)} = 0.80$

$P_1 = (1-U) \cdot U^1 = 0.20 \times 0.80 = 0.16$