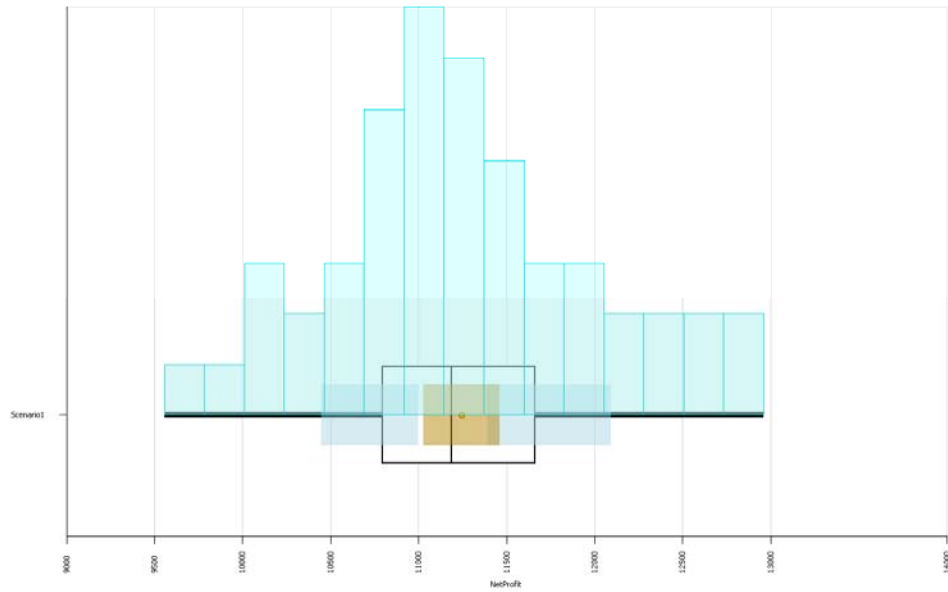


Problem 8.5

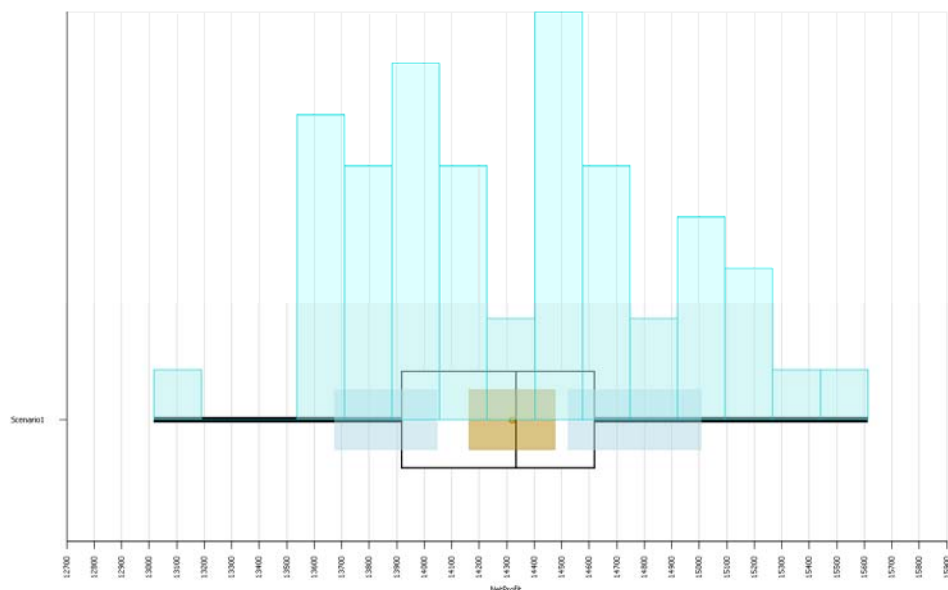
Scenario A: Based on 50 replications, we see an average net profit of \$11,246.

Scenario			Replications		Responses				
<input checked="" type="checkbox"/>	Name	Status	Required	Completed	NumRegular	NumPremium	NumDiscounts	ServerCost	NetProfit
<input checked="" type="checkbox"/>	Scenario1	Compl...	50	50 of 50	5399.04	1792.94	445.96	39600	11246.4



Scenario B (allow agents to handle all customer types): Based on 50 replications, we see an average net profit of \$14,321.

Scenario			Replications		Responses				
<input checked="" type="checkbox"/>	Name	Status	Required	Completed	NumRegular	NumPremium	NumDiscounts	ServerCost	NetProfit
<input checked="" type="checkbox"/>	Scenario1	Compl...	50	50 of 50	5395.44	1793.62	239.44	39600	14320.9



Scenario C (allow agents to handle all customer types, but prioritize premium customers): Based on 50 replications, we see an average net profit of \$17,851.

Scenario			Replications		Responses				
<input checked="" type="checkbox"/>	Name	Status	Required	Completed	NumRegular	NumPremium	NumDiscounts	ServerCost	NetProfit
<input checked="" type="checkbox"/>	Scenario1	Compl...	50	50 of 50	5395.4	1793.66	4.1	39600	17851

