

Inter-case features

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graph TD; A[Inter-case features] --> B[Workload]; A --> C[Demand intensity]; A --> D[Temporal contextual]; B --> B1[# ongoing cases]; B --> B2[# cases]; B --> B3[# past events]; C --> C1[Case creation]; C --> C2[Case completion]; D --> D1[Hour of day]; D --> D2[Day of week]; D --> D3[Day of month]; D --> D4[Month of year];
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Workload

ongoing cases

cases

past events

Demand intensity

Case creation

Case completion

Temporal contextual

Hour of day

Day of week

Day of month

Month of year