Programming 3 (P3): Customer Service Center

Instructor: Dr. Shengquan Wang

ECE 478/CIS 450

Due Time: 10PM, 4/4/2023

Done By: Noureddine Ouelhaci

# 1-Implementation:

The code implements a simulation of a waiting room with a limited number of chairs and a limited number of service chairs, where customers arrive and wait to be served by one of the assistants. The simulation is implemented using threads and semaphores.

The necessary libraries are included: stdio.h, stdlib.h, pthread.h, semaphore.h, and unistd.h.

Some constants are defined using #define, including NUM\_CUSTOMERS, NUM\_AWAITING\_CHAIRS, NUM\_ASSISTANTS, and NUM\_SERVICE\_CHAIRS.

Three semaphores are declared: awaiting\_room\_sem, assistants\_sem, and service\_chairs\_sem. awaiting\_room\_sem is used to limit the number of customers waiting in the room, assistants\_sem is used to signal an assistant when a customer is waiting, and service\_chairs\_sem is used to limit the number of customers being served.

Some variables are declared and initialized, including num\_waiting, num\_served, next\_arrival\_time, customer\_ids, arrival\_times, and service\_times. num\_waiting keeps track of the number of customers waiting in the room, num\_served keeps track of the number of customers who have been served, next\_arrival\_time keeps track of the next time a customer will arrive, customer\_ids is an array of customer IDs, arrival\_times is an array of arrival times for each customer, and service\_times is an array of service times for each customer.

A customer\_thread function is defined. This function takes a pointer to an integer argument, which is the customer ID. The function begins by extracting the arrival

time and service time for the current customer using the arrival\_times and service\_times arrays.

The function waits for the appropriate amount of time using usleep to simulate the customer's arrival.

The function prints a message to indicate that the customer has arrived.

If there are already NUM\_AWAITING\_CHAIRS customers waiting in the room, the customer leaves and the function returns.

If there are not already NUM\_AWAITING\_CHAIRS customers waiting in the room, the function increments num\_waiting and signals an assistant by calling sem\_post(&assistants\_sem).

The function waits for an available service chair by calling sem\_wait(&service\_chairs\_sem).

The function decrements num\_waiting and signals that a chair is now available by calling sem\_post(&awaiting\_room\_sem).

The function prints a message to indicate that the customer has started being served.

The function waits for the service to finish by calling usleep for the appropriate amount of time.

The function signals that the service chair is now available by calling sem\_post(&service\_chairs\_sem) and signals an assistant by calling sem\_post(&assistants\_sem).

The function prints a message to indicate that the customer has finished being served. num\_served is incremented to keep track of how many customers have been served.

The customer\_thread function returns.

A assistant\_thread function is defined. This function takes a pointer to an integer argument, which is the assistant ID. The function runs in a loop until all customers have been served.

The function waits for a customer to arrive or for an assistant to be signaled by calling sem\_wait(&assistants\_sem).

If there are no customers waiting in the room, the assistant goes to sleep. Otherwise, the assistant begins serving a customer.

Once all customer threads have finished, the main thread signals the assistant threads to exit by calling sem\_post(&assistants\_sem) NUM\_ASSISTANTS times in a loop.

Then, the main thread waits for all assistant threads to finish by calling pthread join() on each assistant thread in a loop.

Finally, the main thread destroys the semaphores by calling sem\_destroy() on each semaphore. The program then returns 0 to indicate successful execution.

## 2-The algorithm works as follows:

The program initializes three semaphores: awaiting\_room\_sem, assistants\_sem, and service\_chairs\_sem.

A number of customer threads and assistant threads are created. The number of customer threads is fixed to NUM\_CUSTOMERS, while the number of assistant threads is fixed to NUM\_ASSISTANTS.

Each customer thread represents a customer. The thread waits for the arrival time, which is specified by the arrival\_times array. Once the customer arrives, the thread checks whether there is an available waiting chair in the waiting room. If there is no available waiting chair, the customer leaves. Otherwise, the customer takes a waiting chair, and the number of waiting customers is incremented. The assistant is then signaled that there is a customer waiting. The customer thread waits for an available service chair to become available. Once a service chair is available, the customer thread takes the chair, and the number of waiting customers is decremented. The service time, which is specified by the

service\_times array, is waited. Finally, the service chair is released, and the assistant is signaled that a service chair is available.

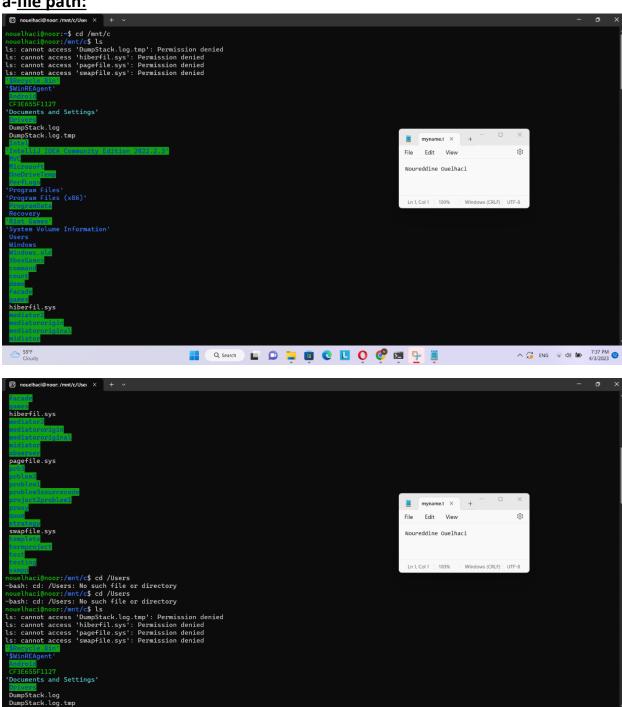
Each assistant thread represents an assistant who serves customers. The thread waits until a customer arrives or until it is signaled that a service chair is available. Once a customer arrives or a service chair is available, the assistant checks whether there is a waiting customer in the waiting room. If there is no waiting customer, the assistant goes to sleep. Otherwise, the assistant serves the waiting customer by taking a service chair, and the customer thread is signaled that the service has started. The assistant thread waits for the service time to finish. Once the service is finished, the assistant releases the service chair, and the customer thread is signaled that the service has finished.

The program waits for all customer threads to finish. Once all customer threads finish, the assistant threads are signaled to exit. The program waits for all assistant threads to finish.

The program destroys the semaphores.

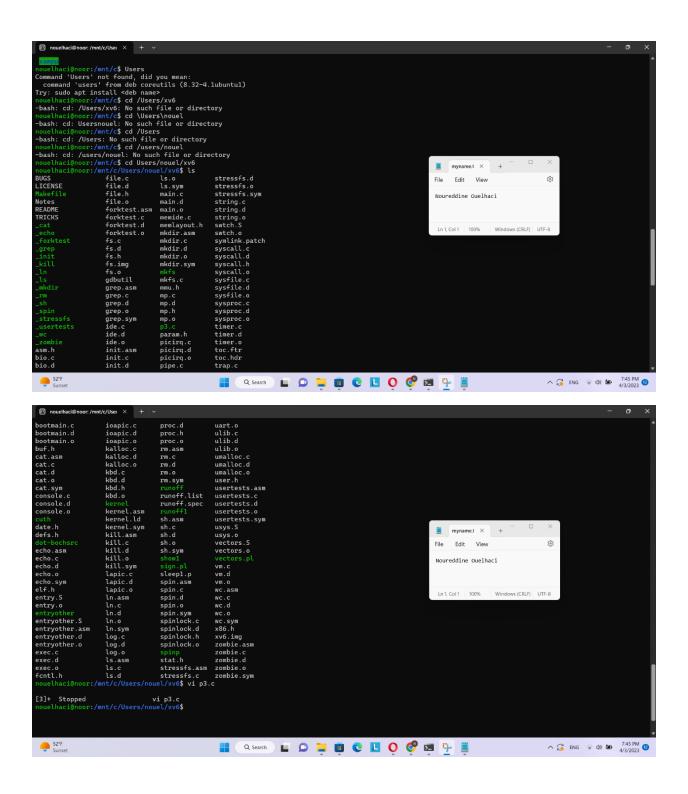
### 3-Screenshots:

# a-file path:

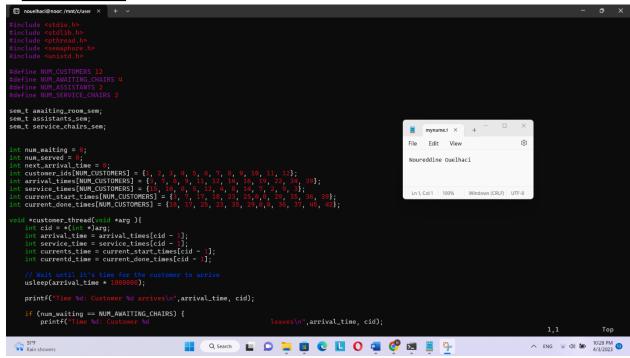


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# b-See the code:

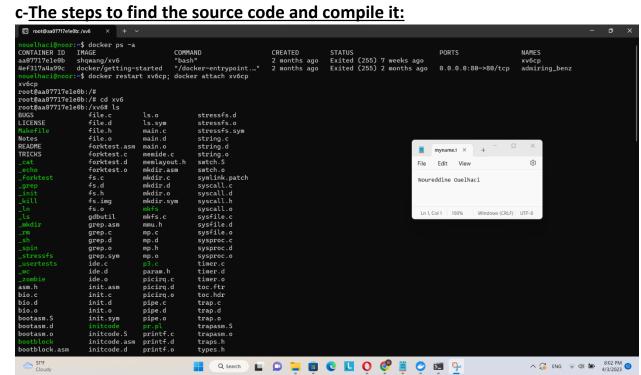


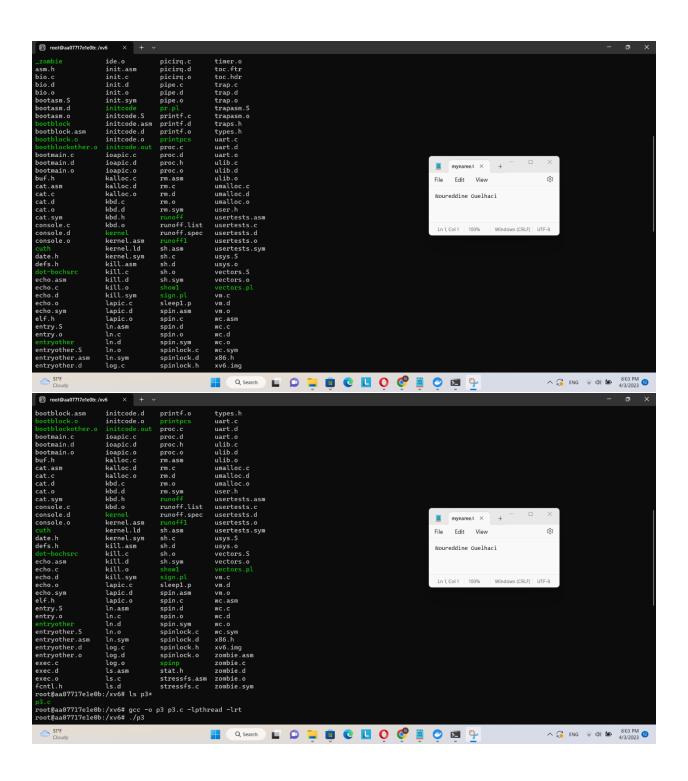
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      if (num_waiting == NUM_AWAITING_CHAIRS) {
   printf("Time %d: Customer %d
   return NULL;
                                                                                                    leaves\n",arrival_time, cid);
    // Increment the number of waiting customers and signal the assistants one waiting.room_sem);
     num_waiting++;
sem_post(&assistants_sem);
    // Wait for an available servic
sem_wait(&service_chairs_sem);
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    num_waiting--;
sem_post(&awaiting_room_sem);
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    // Release the service chair ar
sem_post(&service_chairs_sem);
sem_post(&assistants_sem);
    num_served++;
 oid *assistant_thread(void *arg) {
   int assistant_id = *(int *)arg;
     while (num_served < NUM_CUSTOMERS) {</pre>
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 oid *assistant_thread(void *arg) {
   int assistant_id = *(int *)arg;
     while (num_served < NUM_CUSTOMERS) {</pre>
          sem_wait(&assistants_sem);
          // Wait for the service to finish or for another assistant to be signaled {\sf sem\_wait(\&assistants\_sem)};
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   main() {
  pthread_t customer_threads[NUM_CUSTOMERS];
  pthread_t assistant_threads[NUM_ASSISTANTS];
  int customer_args[NUM_CUSTOMERS];
  int assistant_args[NUM_ASSISTANTS] = {0, 1};
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    sem_init(&awaiting_room_sem, 0, NUM_AWAITING_CHAIRS);
sem_init(&assistants_sem, 0, 0);
sem_init(&service_chairs_sem, 0, NUM_SERVICE_CHAIRS);
     int i=0;
int j=0;
int k=0;
int l=0;
int m=0;
     // Create customer threads
for (i = 0; i < NUM_CUSTOMERS; i++) {</pre>
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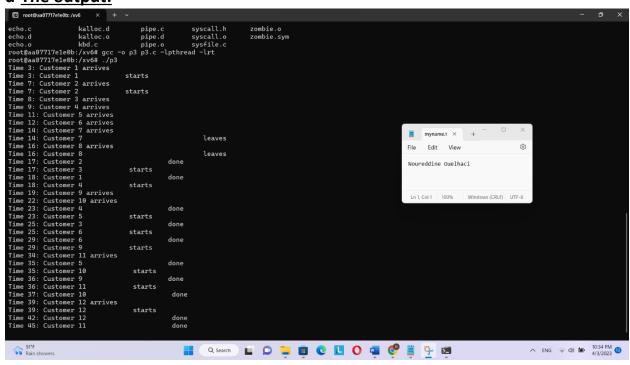
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for (i = 0; i < NUM_CUSTOMERS; i++) {
  customer_args[i] = customer_ids[i];
  pthread_create(&customer_threads[i], NULL, customer_thread, &customer_args[i]);</pre>
       // Create assistant threads
(j = 0; j < NUM_ASSISTANTS; j++) {
pthread_create(&assistant_threads[j], NULL, assistant_thread, &assistant_args[j]);</pre>
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     Wait for all customer threads to finish r (k = 0; k < NUM_CUSTOMERS; k++) { pthread_join(customer_threads[k], NULL);
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// Signal the assistants to exit
for (l = 0; l < NUM_ASSISTANTS; l++) {
    sem_post(&assistants_sem);</pre>
// Wait for all assistant threads to finish
for (m = 0; m < NUM_ASSISTANTS; m++) {
   pthread_join(assistant_threads[m], NULL);</pre>
// Destroy semaphores
sem_destroy(&awaiting_room_sem);
sem_destroy(&assistants_sem);
sem_destroy(&service_chairs_sem);
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c-The steps to find the source code and compile it:





# d-The output:



# 4-the code: #include <stdio.h> #include <stdiib.h> #include <pthread.h> #include <semaphore.h> #include <unistd.h> #define NUM\_CUSTOMERS 12 #define NUM\_AWAITING\_CHAIRS 4 #define NUM\_ASSISTANTS 2 #define NUM\_SERVICE\_CHAIRS 2 #define NUM\_SERVICE\_CHAIRS 2 #out awaiting\_room\_sem; sem\_t assistants\_sem; sem\_t service\_chairs\_sem; int\_num\_waiting = 0;

```
int num_served = 0;
int next_arrival_time = 0;
int customer_ids[NUM_CUSTOMERS] = {1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12};
int arrival_times[NUM_CUSTOMERS] = {3, 7, 8, 9, 11, 12, 14, 16, 19, 22, 34, 39};
int service_times[NUM_CUSTOMERS] = {15, 10, 8, 5, 12, 4, 8, 14, 7, 2, 9, 3};
int current_start_times[NUM_CUSTOMERS] = {3, 7, 17, 18, 23, 25,0,0, 29, 35, 36, 39};
int current_done_times[NUM_CUSTOMERS] = {18, 17, 25, 23, 35, 29,0,0, 36, 37, 45, 42};
void *customer_thread(void *arg ){
  int cid = *(int *)arg;
  int arrival time = arrival times[cid - 1];
  int service_time = service_times[cid - 1];
  int currents_time = current_start_times[cid - 1];
  int currentd_time = current_done_times[cid - 1];
  // Wait until it's time for the customer to arrive
  usleep(arrival_time * 1000000);
  printf("Time %d: Customer %d arrives\n",arrival_time, cid);
  if (num_waiting == NUM_AWAITING_CHAIRS) {
     printf("Time %d: Customer %d
                                                      leaves\n",arrival_time, cid);
    return NULL:
  // Increment the number of waiting customers and signal the assistants
  sem_wait(&awaiting_room_sem);
  num_waiting++;
  sem_post(&assistants_sem);
  // Wait for an available service chair
  sem_wait(&service_chairs_sem);
  // Decrement the number of waiting customers
```

```
num_waiting--;
  sem_post(&awaiting_room_sem);
  printf("Time %d: Customer %d
                                       starts\n",currents_time, cid);
  // Wait for the service to finish
  usleep(service_time * 1000000);
  // Release the service chair and signal the assistants
  sem_post(&service_chairs_sem);
  sem_post(&assistants_sem);
  printf("Time %d: Customer %d
                                    done\n",currentd_time, cid);
  num_served++;
  return NULL;
void *assistant_thread(void *arg) {
  int assistant_id = *(int *)arg;
  while (num_served < NUM_CUSTOMERS) {</pre>
    // Wait for a customer to arrive or for an assistant to be signaled
    sem_wait(&assistants_sem);
    /*if (num_waiting == 0) {
       printf("Assistant %d is going to sleep\n", assistant_id);
    } else {
       printf("Assistant %d is now serving a customer\n", assistant_id);
    // Wait for the service to finish or for another assistant to be signaled
    sem_wait(&assistants_sem);
```

```
return NULL;
int main() {
  pthread_t customer_threads[NUM_CUSTOMERS];
  pthread_t assistant_threads[NUM_ASSISTANTS];
  int customer_args[NUM_CUSTOMERS];
  int assistant_args[NUM_ASSISTANTS] = {0, 1};
  sem_init(&awaiting_room_sem, 0, NUM_AWAITING_CHAIRS);
  sem_init(&assistants_sem, 0, 0);
  sem_init(&service_chairs_sem, 0, NUM_SERVICE_CHAIRS);
  int i=0:
  int j=0;
  int k=0;
  int I=0:
  int m=0;
    // Create customer threads
  for (i = 0; i < NUM_CUSTOMERS; i++) {
  customer_args[i] = customer_ids[i];
  pthread_create(&customer_threads[i], NULL, customer_thread, &customer_args[i]);
    // Create assistant threads
  for (j = 0; j < NUM_ASSISTANTS; j++) {
    pthread_create(&assistant_threads[j], NULL, assistant_thread, &assistant_args[j]);
  // Wait for all customer threads to finish
  for (k = 0; k < NUM_CUSTOMERS; k++) {
    pthread_join(customer_threads[k], NULL);
```

```
// Signal the assistants to exit
for (I = 0; I < NUM_ASSISTANTS; I++) {
    sem_post(&assistants_sem);
}

// Wait for all assistant threads to finish
for (m = 0; m < NUM_ASSISTANTS; m++) {
    pthread_join(assistant_threads[m], NULL);
}

// Destroy semaphores
sem_destroy(&awaiting_room_sem);
sem_destroy(&assistants_sem);
sem_destroy(&service_chairs_sem);
return 0;
}</pre>
```