	A	B	C	D	E	F	G	H	I	J	K	L
1	**Problem: Call Centre**											
2												
3		**Actual Sales Call District in Hours**										
4	Rep's Base District	**1**	**2**	**3**	**4**		**Number of calls**			Legend		
5	1	1	4	5	7		District 1	50		Decision		
6	2	4	1	3	5		District 2	80		Constraint		
7	3	5	3	1	2	Must meet number of calls for district (left chart)	District 3	100		Cost		
8	4	7	5	2	1		District 4	60				
9												
10	Rep's Base District	Calls from District 1	Calls from District 2	Calls from District 3	Calls from District 4							
11	1	55	0	0	15							
12	2	0	85	0	15			**Cost**				
13	3	0	0	100	30		88000	=88000*SUM(G20+G21+G22+G23)				
14	4	0	0	0	0		80000(n)	=80000*SUM(G20+G21+G22+G23)	Cost per district if >= 1			
15	Total Hours	=SUM(B11:B14)	=SUM(C11:C14)	=SUM(D11:D14)	=SUM(E11:E14)		Total Cost	=SUM(H13:H14)	Cost Per Representative			
16												
17									Objective, Minimize			
18		**Number of Hours Per District**										
19	Rep's Base District	1	2	3	4	Total	Number of employees					
20	1	=(B5/160)*B11	=(C5/160)*C11	=(D5/160)*D11	=(E5/160)*E11	=SUM(B20:E20)	1					
21	2	=(B6/160)*B12	=(C6/160)*C12	=(D6/160)*D12	=(E6/160)*E12	=SUM(B21:E21)	1					
22	3	=(B7/160)*B13	=(C7/160)*C13	=(D7/160)*D13	=(E7/160)*E13	=SUM(B22:E22)	1					
23	4	=(B8/160)*B14	=(C8/160)*C14	=(D8/160)*D14	=(E8/160)*E14	=SUM(B23:E23)	0					
24		=SUM(B20:B23)	=SUM(C20:C23)	=SUM(D20:D23)	=SUM(E20:E23)		=SUM(G20:G23)					
25												
26												
27												
28						Each rep will work 160 hours	Number of employees mus be an						