

	A	B	C	D	E	F	G	H	I	J	K
1	<b>Problem: Call Centre</b>										
2											
3		<b>Actual Sales Call District in Hours</b>								Legend	
4	Rep's Base District	1	2	3	4		<b>Number of calls</b>			Decision	
5	1	1	4	5	7		District 1	50		Constraint	
6	2	4	1	3	5		District 2	80		Cost	
7	3	5	3	1	2		District 3	100			
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			<b>Cost</b>			
13	3	0	0	100	30		88000	\$ 264,000.00			
14	4	0	0	0	0		80000(n)	\$ 240,000.00			
15	Total Hours	55	85	100	60		Total Cost	\$ 504,000.00			
16											
17											
18		<b>Number of Hours Per District</b>									
19	Rep's Base District	1	2	3	4	Total	Number of employees				
20	1	0.34375	0	0	0.65625	1	1				
21	2	0	0.53125	0	0.46875	1	1				
22	3	0	0	0.625	0.375	1	1				
23	4	0	0	0	0	0	0				
24		0.34375	0.53125	0.625	1.5		3				