Call Center Regression Data Analysis

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Abstract

Introduction
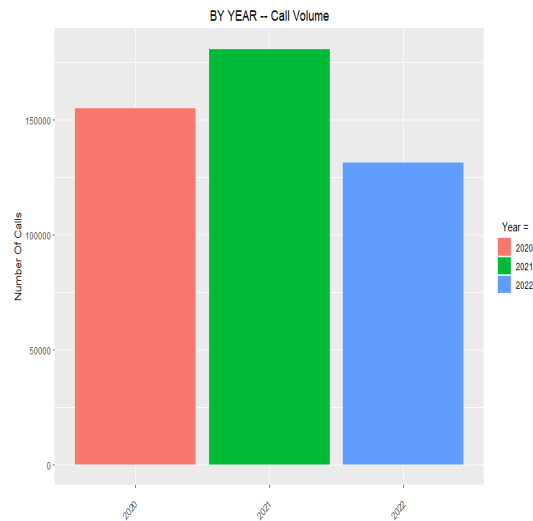
Data Description

Methods

Test stuffg

Figure 1: This is my first figure.

Results

(Avramidis and L'Ecuyer, 2005) (Evensen et al., 1999) (Ibrahim et al., 2016)

Discussion

References

Avramidis, A. N. and P. L'Ecuyer (2005). Modeling and simulation of call centers. In *Proceedings of the Winter Simulation Conference, 2005.*, pp. 9–pp. IEEE.

Evensen, A., F. X. Frei, and P. T. Harker (1999). *Effective call center management: evidence from financial services.* Citeseer.

Ibrahim, R., H. Ye, P. L'Ecuyer, and H. Shen (2016). Modeling and forecasting call center arrivals: A literature survey and a case study. *International Journal of Forecasting 32*(3), 865–874.