

My Statistics 3494W Proposal

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Introduction

Call centers are a staple of the financial industry with agents working in the United States, Europe, Asia and Africa (Ibrahim et al., 2016).

References

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.