**Call Centre Simulation: Clock 16 (Event B3, B4)**

| **Phase** | **Router Queue** | **Router** | **Oper 1 queue** | **Oper 1** | **Oper 2 queue** | **Oper 2** |
| --- | --- | --- | --- | --- | --- | --- |
| B | Empty | Idle | X3 | Idle | Empty | Y1 |
| C | Empty | Idle | Empty | X3 | Empty | Y1 |

Event List:

| **Event** | **Time** |
| --- | --- |
| B5 | 18 |
| B1 | 20 |
| B2 | 20 |
| B4 | 20 |
|  |  |

Results:

| **Work complete** |  |
| --- | --- |
| X | 2 |
| Y | 0 |

**Call Centre Simulation: Clock 18 (Event B5)**

| **Phase** | **Router Queue** | **Router** | **Oper 1 queue** | **Oper 1** | **Oper 2 queue** | **Oper 2** |
| --- | --- | --- | --- | --- | --- | --- |
| B | Empty | Idle | Empty | X3 | Empty | Empty |
| C | Empty | Idle | Empty | X3 | Empty | Empty |

Event List:

| **Event** | **Time** |
| --- | --- |
| B1 | 20 |
| B2 | 20 |
| B4 | 20 |
|  |  |

Results:

| **Work complete** |  |
| --- | --- |
| X | 2 |
| Y | 1 |