Unnamed Project

Replications: 1   Time Units: Hours

Key Performance Indicators

System

	Average
Number Out	647

Unnamed Project

Replications: 1   Time Units: Hours

Entity

Time

VA Time	Average	Half Width	Minimum Value	Maximum Value
Call Arrival	0.1842	0,007867150	0.04188807	0.7265

NVA Time	Average	Half Width	Minimum Value	Maximum Value
Call Arrival	0.00	0,000000000	0.00	0.00

Wait Time	Average	Half Width	Minimum Value	Maximum Value
Call Arrival	0.5280	(Correlated)	0.00	1.9779

Transfer Time	Average	Half Width	Minimum Value	Maximum Value
Call Arrival	0.00	0,000000000	0.00	0.00

Other Time	Average	Half Width	Minimum Value	Maximum Value
Call Arrival	0.00	0,000000000	0.00	0.00

Total Time	Average	Half Width	Minimum Value	Maximum Value
Call Arrival	0.7122	(Correlated)	0.04203034	2.1749

Other

Number In	Value
Call Arrival	731.00

Number Out	Value
Call Arrival	647.00

WIP	Average	Half Width	Minimum Value	Maximum Value
Call Arrival	52.4930	(Correlated)	0.00	87.0000

Category Overview

Unnamed Project

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Queue

Time

Waiting Time	Average	Half Width	Minimum Value	Maximum Value
Automated Recording Delay.Queue	0.00269129	(Correlated)	0.00	0.02508085
Automated Recording for Order Status.Queue	0.01004235	(Insufficient)	0.00	0.1155
Automated Recording Tech Call.Queue	0.00046049	0,000119955	0.00	0.00753122
Order Status Call.Queue	0.00	(Insufficient)	0.00	0.00
Sales Call.Queue	0.4276	(Insufficient)	0.00	1.0912
Tech Rep for P1.Queue	0.6054	(Insufficient)	0.00	1.1296
Tech Rep for P2.Queue	0.1404	(Insufficient)	0.00	0.4733
Tech Rep for P3.Queue	1.0324	(Insufficient)	0.00	1.9761

Other

Number Waiting	Average	Half Width	Minimum Value	Maximum Value
Automated Recording Delay.Queue	0.1967	(Correlated)	0.00	4.0000
Automated Recording for Order Status.Queue	0.05021173	(Insufficient)	0.00	3.0000
Automated Recording Tech Call.Queue	0.02578750	(Insufficient)	0.00	2.0000
Order Status Call.Queue	0.00	(Insufficient)	0.00	0.00
Sales Call.Queue	4.9946	(Insufficient)	0.00	17.0000
Tech Rep for P1.Queue	8.7630	(Insufficient)	0.00	16.0000
Tech Rep for P2.Queue	2.4795	(Insufficient)	0.00	10.0000
Tech Rep for P3.Queue	23.8309	(Correlated)	0.00	44.0000

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Resource

Usage

Instantaneous Utilization

	Average	Half Width	Minimum Value	Maximum Value
Automated Recording	0.4232	0,030722789	0.00	1.0000
Automated Recording for Tech Call	0.2769	0,026041903	0.00	1.0000
Call for Sales	0.9084	(Insufficient)	0.00	1.0000
Order Stat Call	0.02224901	(Insufficient)	0.00	1.0000
Order Status Auto Recording	0.2383	(Insufficient)	0.00	1.0000
Tech Rep 1	0.9831	(Insufficient)	0.00	1.0000
Tech Rep 2	0.8757	(Insufficient)	0.00	1.0000
Tech Rep 3	0.9882	(Insufficient)	0.00	1.0000

Number Busy

	Average	Half Width	Minimum Value	Maximum Value
Automated Recording	0.4232	0,030722789	0.00	1.0000
Automated Recording for Tech Call	0.2769	0,026041903	0.00	1.0000
Call for Sales	3.6338	(Insufficient)	0.00	4.0000
Order Stat Call	0.02224901	(Insufficient)	0.00	1.0000
Order Status Auto Recording	0.2383	(Insufficient)	0.00	1.0000
Tech Rep 1	1.9662	(Insufficient)	0.00	2.0000
Tech Rep 2	2.6271	(Insufficient)	0.00	3.0000
Tech Rep 3	2.9647	(Insufficient)	0.00	3.0000

Number Scheduled

	Average	Half Width	Minimum Value	Maximum Value
Automated Recording	1.0000	(Insufficient)	1.0000	1.0000
Automated Recording for Tech Call	1.0000	(Insufficient)	1.0000	1.0000
Call for Sales	4.0000	(Insufficient)	4.0000	4.0000
Order Stat Call	1.0000	(Insufficient)	1.0000	1.0000
Order Status Auto Recording	1.0000	(Insufficient)	1.0000	1.0000
Tech Rep 1	2.0000	(Insufficient)	2.0000	2.0000
Tech Rep 2	3.0000	(Insufficient)	3.0000	3.0000
Tech Rep 3	3.0000	(Insufficient)	3.0000	3.0000

Unnamed Project

Replications: 1   Time Units: Hours

Resource

Usage

Scheduled Utilization

	Value
Automated Recording	0.4232
Automated Recording for Tech Call	0.2769
Call for Sales	0.9084
Order Stat Call	0.02224901
Order Status Auto Recording	0.2383
Tech Rep 1	0.9831
Tech Rep 2	0.8757
Tech Rep 3	0.9882
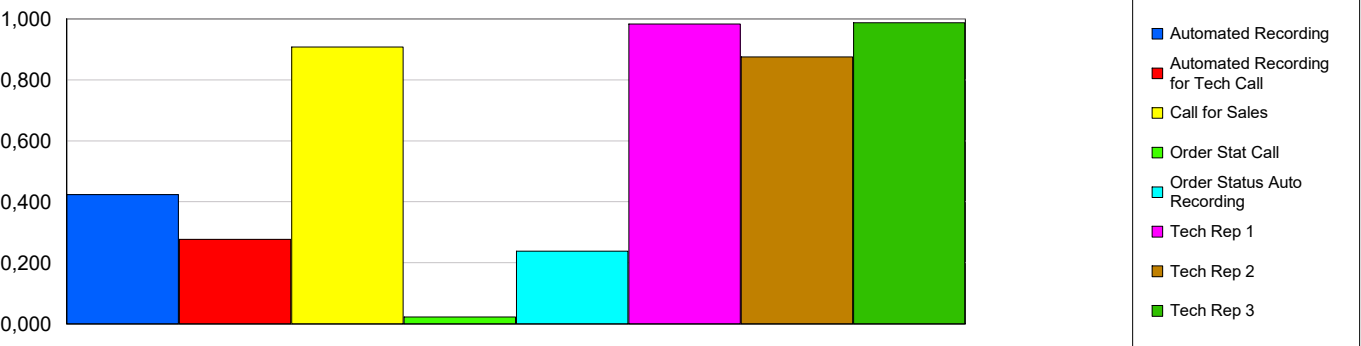
Total Number Seized

	Value
Automated Recording	731.00
Automated Recording for Tech Call	560.00
Call for Sales	104.00
Order Stat Call	4.0000
Order Status Auto Recording	50.0000
Tech Rep 1	135.00
Tech Rep 2	176.00
Tech Rep 3	194.00