Glossary

Note: This glossary is provided only to be used with "Empirical Analysis of a Call Center via SEEStat" homework. Definitions provided do not necessarily hold outside the scope of this exercise.

**Arrivals to queue**: a SEEStat variable denoting the number of calls arriving to queue in an interval.

**Average agents in system**: a SEEStat variable denoting the average number of agents in the system.

**Average service time**: a SEEStat variable denoting the average service time of calls that entered service in an interval.

**Workload**: the minimal number of servers, as a function of time, who would be required for serving ALL customers (including those abandoned) without any delay. This is in fact a single realization of the 'Offered Load'.

**Offered Load**: the 'Workload' averaged over a given time partition (e.g. 30 min.)

**OLPS**: the 'Offered Load' per server working.

**FTEs**: the number of servers either busy with a call or available to take one.

**Average time to handle one call**: 4CC parameter adhering to the average service time of calls that require service during an interval.

**Average wait time (without filter)**: a SEEStat variable denoting the average waiting time modified for the ED regime (includes very long waits).

**Calls per interval**: 4CC parameter adhering to the number of calls that require service in an interval.

**MOP**: measure of performance.