A heterogeneous queuing system with reverse balking and reneging

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Abstrak

We study a finite capacity Markovian queuing system with two heterogeneous servers, reverse balking, and reneging. The stationary system size probabilities are obtained by using iterative method. The measures of performance like expected system size, the average rate of reverse balking, and the average rate of reneging are obtained. Finally, the sensitivity analysis of the model is carried out.