

Judul:

Analisis Keoptimalan Jumlah Customer Service pada Call Center SFHSS Menggunakan Model Antrian M/M/c/N Markovian Feedback with Encouraged Arrivals and Reneging Customers = Analyzing the Optimization of the Number of Customer Services on Call Center SFHSS with queueing model M/M/c/N Markovian Feedback with Encouraged Arrivals and Reneging Customers

Pengarang/Penulis:

Trineke Haruko, author

Subjek:

Queueing theory -- Case studies

Nomor Panggil:

S-pdf

Penerbitan:

Fakultas Matematika dan Ilmu Pengetahuan Alam Universitas Indonesia

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