

Standard Report

Simulation Initiated: Thu Feb 05 13:00:44 2015
 Simulation Concluded: Thu Feb 05 13:00:53 2015
 Simulation Run Duration: 00:00:08.807

Model Start Date/Time: 06/01/2014 00:00:00:000:000:000
 Model End Date/Time: 06/28/2014 00:00:00:000:000:000
 Actual Start Date/Time: 06/01/2014 00:00:00:000:000:000
 Actual End Date/Time: 06/28/2014 00:00:00:000:000:000
 Actual Run Duration: 27 days 00:00:00:000:000:000

Entity : Total Count - Observation Based : Replication 1

Name	Total Generated	Remaining In	Total Disposed
TypeA	5975	0	5975
TypeB	3028	0	3028
TypeC	3003	0	3003

Entity : Count By State - Time Weighted : Replication 1

Name	Total In System		Processing		Wait For Resources		Hold For Conditions		Traveling	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
TypeA	1.23	13	0.42	3	0.81	10	0.00	0	0.00	1
TypeB	0.68	8	0.24	2	0.44	7	0.00	0	0.00	1
TypeC	0.67	9	0.20	1	0.47	8	0.00	0	0.00	1

Entity : Cycle Time (in Minutes) By State - Observation Based : Replication 1

Name	#Obs	Total In System		Processing		Wait For Resources		Hold For Conditions		Traveling	
		Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
TypeA	5975	8.02	20.47	2.72	11.20	5.30	11.62	0.00	0.00	0.00	0.00
TypeB	3028	8.71	25.09	3.02	16.79	5.68	11.87	0.00	0.00	0.00	0.00
TypeC	3003	8.70	56.06	2.55	46.16	6.15	11.84	0.00	0.00	0.00	0.00

CallCenter Standard Report

Resource : Number of Units By State - TimeWeighted : Replication 1

Name	Cap	Idle		Busy		Planned Downtime		Unplanned Downtime		Reserved	
		Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
TechX	1.00	0.72	1.00	0.28	1.00	0.00	0.00	0.00	0.00	0.00	0.00
TechY	1.00	0.72	1.00	0.28	1.00	0.00	0.00	0.00	0.00	0.00	0.00
TechZ	1.00	0.72	1.00	0.28	1.00	0.00	0.00	0.00	0.00	0.00	0.00

Resource : Percent Utilization By State : Replication 1

Name	Idle	Busy	Planned	Unplanned	Reserved
TechX	71.85%	28.15%	0.00%	0.00%	0.00%
TechY	71.67%	28.33%	0.00%	0.00%	0.00%
TechZ	71.50%	28.50%	0.00%	0.00%	0.00%

Resource : Percent Utilization By State When Available : Replication 1

Name	Idle	Busy	Reserved
TechX	71.85%	28.15%	0.00%
TechY	71.67%	28.33%	0.00%
TechZ	71.50%	28.50%	0.00%

CallCenter Standard Report

Activity : Entity Count at Selected Activity - Observation Based : Replication 1

Name	Total Accepted	Remaining In Activity	Total Exited	Total Not Processed
Answer Questions	4022	0	4022	0
Type A Get Tech	5537	0	5537	2935
Type B Get Tech	2782	0	2782	1849
Type C Get Tech	2777	0	2777	2290

Activity : Entity Count By Entity at Selected Activity - Observation Based : Replication 1

Entity Name	Total Accepted	Remaining In Activity	Total Exited	Total Not Processed
-------------	----------------	-----------------------	--------------	---------------------

Answer Questions

TypeA	2602	0	2602	0
TypeB	933	0	933	0
TypeC	487	0	487	0
Total	4022	0	4022	0

Activity : Entity Count By State at Selected Activity - Time Weighted : Replication 1

Name	Total In Activity		Processing		Wait For Resources		Hold For Conditions	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Answer Questions	0.85	3	0.85	3	0.00	1	0.00	0
Type A Get Tech	0.81	10	0.00	0	0.81	10	0.00	0
Type B Get Tech	0.44	7	0.00	0	0.44	7	0.00	0
Type C Get Tech	0.47	8	0.00	0	0.47	8	0.00	0

Activity : Entity Count By Entity By State at Selected Activity - Time Weighted : Replication 1

Entity Name	Total In Activity		Processing		Wait For Resources		Hold For Conditions	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max

CallCenter Standard Report

Entity Name	Total In Activity		Processing		Wait For Resources		Hold For Conditions	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Answer Questions								
TypeA	0.42	3	0.42	3	0.00	1	0.00	0
TypeB	0.24	2	0.24	2	0.00	1	0.00	0
TypeC	0.20	1	0.20	1	0.00	1	0.00	0
Aggregate	0.85	3	0.85	3	0.00	1	0.00	0

Activity : Entity Cycle Time (in Minutes) By State - Observation Based : Replication 1

Name	Total In Process		Processing		Wait For Resources		Hold For Conditions	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Answer Questions	8.21	46.16	8.21	46.16	0.00	0.00	0.00	0.00
Type A Get Tech	5.72	11.62	0.00	0.00	5.72	11.62	0.00	0.00
Type B Get Tech	6.19	11.87	0.00	0.00	6.19	11.87	0.00	0.00
Type C Get Tech	6.65	11.84	0.00	0.00	6.65	11.84	0.00	0.00

Activity : Entity Cycle Time (in Minutes) By Entity By State at Selected Activity - Time Weighted : Replication 1

Entity Name	Total In Process		Processing		Wait For Resources		Hold For Conditions	
	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Answer Questions								
TypeA	6.24	11.20	6.24	11.20	0.00	0.00	0.00	0.00
TypeB	9.81	16.79	9.81	16.79	0.00	0.00	0.00	0.00
TypeC	15.72	46.16	15.72	46.16	0.00	0.00	0.00	0.00
Aggregate	8.21	46.16	8.21	46.16	0.00	0.00	0.00	0.00

CallCenter Standard Report

Time Stamps (in Minutes) : Replication 1

Stamp Keys	Avg	St Dev	Min	Max	#Obs
WaitTechStart To WaitTechEnd	6.07	1.92	0.00	11.87	11096

CallCenter Standard Report

Attributes : Replication 1

Name	Owner	Stat Type	Avg	St Dev	Min	Max	#Obs
NumInQueue	CallCenter	Time Weighted	1.73	3.03	0.00	10.00	22193

CallCenter Standard Report

Resource By Activity - Cost Of Processing (USD) : Replication 1

Period Name	Resource Name	Activity Name	Variable Cost	Absorption Cost
Week1	TechX	Type A Get Tech	732.34	732.34
	TechY	Type A Get Tech	255.23	255.23
	TechY	Type B Get Tech	477.92	477.92
	TechZ	Type A Get Tech	109.91	109.91
	TechZ	Type B Get Tech	172.34	172.34
	TechZ	Type C Get Tech	544.77	544.77
Week2	TechX	Type A Get Tech	729.97	729.97
	TechY	Type A Get Tech	282.07	282.07
	TechY	Type B Get Tech	453.95	453.95
	TechZ	Type A Get Tech	93.59	93.59
	TechZ	Type B Get Tech	154.79	154.79
	TechZ	Type C Get Tech	581.63	581.63
Week3	TechX	Type A Get Tech	727.65	727.65
	TechY	Type A Get Tech	254.70	254.70
	TechY	Type B Get Tech	476.87	476.87
	TechZ	Type A Get Tech	94.58	94.58
	TechZ	Type B Get Tech	153.38	153.38
	TechZ	Type C Get Tech	581.73	581.73
Week4	TechX	Type A Get Tech	728.93	728.93
	TechY	Type A Get Tech	263.13	263.13
	TechY	Type B Get Tech	473.55	473.55
	TechZ	Type A Get Tech	101.06	101.06
	TechZ	Type B Get Tech	147.43	147.43
	TechZ	Type C Get Tech	588.59	588.59
Total			9180.10	9180.10

CallCenter Standard Report

Resource By Entity - Cost Of Processing (USD) : Replication 1

Period Name	Resource Name	Entity Name	Variable Cost	Absorption Cost
Week1	TechX	TypeA	732.34	732.34
	TechY	TypeA	255.23	255.23
	TechY	TypeB	477.92	477.92
	TechZ	TypeA	109.91	109.91
	TechZ	TypeB	172.34	172.34
	TechZ	TypeC	544.77	544.77
Week2	TechX	TypeA	729.97	729.97
	TechY	TypeA	282.07	282.07
	TechY	TypeB	453.95	453.95
	TechZ	TypeA	93.59	93.59
	TechZ	TypeB	154.79	154.79
	TechZ	TypeC	581.63	581.63
Week3	TechX	TypeA	727.65	727.65
	TechY	TypeA	254.70	254.70
	TechY	TypeB	476.87	476.87
	TechZ	TypeA	94.58	94.58
	TechZ	TypeB	153.38	153.38
	TechZ	TypeC	581.73	581.73
Week4	TechX	TypeA	728.93	728.93
	TechY	TypeA	263.13	263.13
	TechY	TypeB	473.55	473.55
	TechZ	TypeA	101.06	101.06
	TechZ	TypeB	147.43	147.43
	TechZ	TypeC	588.59	588.59
Total			9180.10	9180.10

CallCenter Standard Report

Activity By Entity - Cost Of Processing (USD) : Replication 1

Period Name	Activity Name	Entity Name	Variable Cost	Absorption Cost
Week1	Type A Get Tech	TypeA	1097.48	1097.48
	Type B Get Tech	TypeB	650.26	650.26
	Type C Get Tech	TypeC	544.77	544.77
Week2	Type A Get Tech	TypeA	1105.63	1105.63
	Type B Get Tech	TypeB	608.73	608.73
	Type C Get Tech	TypeC	581.63	581.63
Week3	Type A Get Tech	TypeA	1076.92	1076.92
	Type B Get Tech	TypeB	630.26	630.26
	Type C Get Tech	TypeC	581.73	581.73
Week4	Type A Get Tech	TypeA	1093.12	1093.12
	Type B Get Tech	TypeB	620.98	620.98
	Type C Get Tech	TypeC	588.59	588.59
Total			9180.10	9180.10