

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 |