

Call Center Workshop

Invited Talk Titles (February 25, 2004)

O. Zeynep Aksin, Koc University, zaksin@ku.edu.tr

Cross-selling in call centers: Modeling and Optimization

Mor Armony, New York University, marmony@stern.nyu.edu

Managing Large Call Centers

Rami Atar, Technion - Israel Institute of Technology, atar@ee.technion.ac.il

Queueing systems with many servers: Control theory and heavy traffic asymptotics

Noah F. Gans, The Wharton School, gans@wharton.upenn.edu

Tutorial on the basics of call-center operations

Michael J. Harrison, Stanford University, harrison_michael@gsb.stanford.edu

A Method for Staffing Large Call Centers Based on Stochastic fluid Models

Stefan Helber, University of Hannover, stefan.helber@prod.uni-hannover.de

Profit-maximizing multi-period agent allocation in different types of inbound call centers

Ger Koole, Vrije Universiteit, koole@few.vu.nl

Routing and staffing in multi-skill call centers

Pierre L'Écuyer, Université de Montréal, lecuyer@iro.umontreal.ca

Staffing and Scheduling in Call Centers

Avi Mandelbaum, Technion - Israel Institute of Technology, avim@tx.technion.ac.il

QED Q's

William A. Massey, Princeton University, wmassey@princeton.edu

No title yet

Haipeng Shen, University of North Carolina, Chapel Hill, haipeng@email.unc.edu

Statistical Analysis of a Telephone Call Center: A Queueing-Science Perspective

Ward Whitt, Columbia University, ward.whitt@columbia.edu

Approximations for Multi-Server Queues with Abandonments

Assaf Zeevi, Columbia University, assaf@gsb.columbia.edu

Dynamic Routing in Large Call Centers: Asymptotic Analysis of an LP-based Method

Yong-Pin Zhou, University of Washington, yongpin@u.washington.edu

Managing learning and turnover in employee staffing
