



## ΕΒΔΟΜΑΔΙΑΙΑ ΣΕΜΙΝΑΡΙΑ ΤΜΗΜΑΤΟΣ ΜΑΘΗΜΑΤΙΚΩΝ

### Strategic customers in queueing systems with batch removals of customers

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During the last decades, there is an emerging tendency to study queueing systems from an economic viewpoint. More concretely, a certain reward-cost structure is imposed on the system that reflects the customers' desire for service and, on the other hand, their unwillingness to wait. Customers are allowed to make decisions about their actions in the system, for example they may decide whether to join or balk, to wait or abandon, to retry or not, etc. The customers want to maximize their benefit, taking into account that the other customers have the same objective, and so the situation can be considered as a game among the customers. In this type of studies, the main goal is to find out how customers can benefit from the system, deriving a rule that describes their optimal actions.

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