

DOES THE PAST PREDICT THE FUTURE? THE CASE OF DELAY ANNOUNCEMENTS IN SERVICE SYSTEMS

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We investigate ways of making delay announcements in large service systems, such as call centers. We consider announcing the delay of the last customer to enter service (LES) to delayed customers, upon arrival. Customers typically respond to delay announcements by becoming more or less patient, and their response alters system performance. We explicitly model announcement-dependent customer behavior. We study the accuracy of the LES announcement in single-class multi-server Markovian queueing models with customer abandonment. We supplement our results with simulation.