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# "Mathematical modeling of Multi-Server Queueing Model for vacations and impatient customer"

**Dr. Virender Kumar Dahiya**
Assistant Professor
Department, School of Business, Galgotias University, Greater Noida,
Gautam Buddha Nagar, Greater Noida, Uttar Pradesh
virender.dahiya@galgotiasuniversity.edu.in

**Dr. Charudatta Dattatraya Bele**
Associate Professor
Mathematics, Shri Shivaji College,
Parbhani, Parbhani, Maharashtra

**Dr. Vinod Kumar Saroha**
Assistant Professor
Department of Computer Science Engineering and Information Technology (CSE & IT),
Bhagat Phool Singh Mahila, Vishwavidyalaya, Sonipat, Haryana
vinod.saroha@bpswomenuniversity.ac.in

**Dr Shouri Dominic**
Department of Basic Sciences and Humanities
Vignan's Institute of Engineering for Women (Autonomous)
Kapujaggarajupeta, VSEZ(POST), Visakhapatnam-530049, Andhra Pradesh, India

**Dr. S. Ranganayaki**
Assistant Professor
Department of Mathematics, Sri Ramakrishna Engineering College
Coimbatore, Tamilnadu
ranganayaki.maths@srec.ac.in

**Mr. Senthilkumar C**
Assistant Professor,
Department of Mathematics, Jeppiaar Institute of Technology,
Kunnam, Sriperumbudhur, Chennai, Kanchipuram, Tamilnadu, India
Email: csenthilkumarmaths@gmail.com

**Abstract**

This study proposes a new Multi-Server Queueing Model that has been developed to represent the dynamic nature of server trips and restless customers in service-intensive organisations. The act of conjoining the elements of different servers, holidays, and client patience combines an entire system that surpasses standard queueing theory as the precision of the model was corroborated through broad recreations, close congruity with the classical M/M/c/K queueing incident can be hinted from the M/Gamma/c/NII model. The sensitivity analyses revealed the model's responsiveness to fluctuating anxiety thresholds and server travel routes, highlighting the model's adaptability in reflecting complexities in the flow of the control graph. Yesterday to the working environment of a call center, proved the implementation by the approved demonstration, predicted the significant repeating chances with accuracy. Comparisons with existing literature underscored the interesting commitments of the coordinates shown in giving an all-encompassing understanding of modern benefit frameworks. The proposed model's viability in optimizing asset utilization and making strides in client fulfillment positions it as an important instrument for decision-makers in service-oriented industries. The coordinates demonstrate illustrated exact forecasts in comparison to the M/M/c/K demonstrate, with blocking probabilities closely coordinating in different scenarios. Sensitivity investigation uncovered diminishing blocking probabilities with expanding restlessness edges.

**Keywords:** Server Vacations, Multi-Server Queueing Model, Sensitivity Analysis, Impatient Customers, Real-world Application.

## I. INTRODUCTION

Queueing hypothesis plays a pivotal part in understanding and optimizing the execution of frameworks characterized by the entry of substances, such as clients, to a benefit point where they anticipate benefit. This hypothesis finds wide applications in different spaces, counting broadcast communications, computer systems, fabricating, and customer benefit operations. The advancing scene of service-oriented businesses requests nuanced models that go past the classical single-server lines, particularly when considering real-world scenarios including numerous servers, excursions, and restless clients. This research dives into the perplexing elements of a Multi-Server Queueing Model with excursions and restless clients, a complex however pivotal system for improving framework effectiveness and client fulfillment [1]. The integration of different servers reflects the reality of advanced benefit situations where parallel handling is utilized to handle concurrent assignments effectively. Moreover, the incorporation of vacation recognizes the commonsense got to account for transitory shutdowns of benefit focuses, a common event in benefit businesses due to support, breaks, or planned downtime [2]. Joining customer impatience encourage refines the show, reflecting the common wonder where clients may desert a line in case their holding up time surpasses a certain edge. The importance of this investigate lies in its potential to offer important experiences into the execution flow of frameworks confronting the double challenges of server vacation and impatient clients. By creating a comprehensive scientific show, we point to supplying a device for anticipating framework behavior, optimizing asset utilization, and minimizing client disappointment [3]. The results of this study can have far-reaching suggestions for assorted segments, from making strides the effectiveness of call centers and healthcare offices to optimizing fabricating processes. In this interest, we explore through existing writing, recognize holes, and propose a custom-made numerical show that captures the nuanced exchange between different servers, vacations, and client restlessness. Through this investigation, we contribute to the advancing field of queueing hypothesis, advertising down to earth arrangements to improve the execution and resilience of benefit frameworks in the confrontation of real-world complexities.

## II. RELATED WORK

Gupta and Malik (2021) [15] investigated an input queueing framework with a questionable holding up server beneath different separated get-away arrangements. Their consideration dives into the complexities presented by untrustworthy servers and the effect of different vacation arrangements on framework execution. This work includes a layer of authenticity to the conventional queueing models by considering the instability of servers. Hanukov (2023) [16] presented a queueing-inventory demonstration with doubtful and trusting customers, advertising bits of knowledge into client behavior and its suggestions on stock administration. This work amplifies the conventional queueing system by consolidating mental variables, giving a more nuanced understanding of customer elements. Harikrishnan et al. (2022) [17] centered on the investigation of a stochastic M/M/c/N stock framework with queue-dependent server actuation, multi-threshold stages, and a discretionary retrial office. This work presents a comprehensive demonstrate that considers numerous perplexing components, counting server actuation based on the line length and discretionary retrials, contributing to the abundance of the queueing hypothesis. Islam et al. (2023) [18] contributed to the field by modeling and analyzing a stochastic perishable stock framework with restless clients at the benefit office. The incorporation of perishable things and customer restlessness includes a layer of authenticity, making the demonstration appropriate to perishable merchandise businesses and benefit frameworks. Jeganathan et al. displayed different works that extend the boundaries of conventional queueing hypothesis. In one study [19], they analyzed the execution of a stochastic stock framework with new, returned, and repaired things, catering to multi-class clients. Another work [20] centered on modeling junior servers drawing closer a senior server within the retrial queuing-inventory framework, giving insights into server pecking order and retrial elements. Kempa and Kurzyk (2022) [21] investigated the temporal queue-size dissemination in a show of a Wireless Sensor Network (WSN) hub with a threshold-type power-saving calculation. This work amplifies the scope of queueing hypothesis to the space of remote communication systems, considering the one of a kind challenges postured by power-saving algorithms in WSNs. Klimenok et al. (2022) [22] examined a retrial BMAP/PH/N queueing framework with a threshold-dependent inter-retrial time dissemination. This work includes complexity by considering a retrial framework with a threshold-dependent structure, contributing to the understanding of retrial queueing frameworks. Kocer and Ozkar (2023) [23] tended to a generation queueing-inventory framework with two clients and a server subject to breakdown. Their work contributes to the queueing writing by joining generation perspectives, client elements, and server breakdowns into a bound together demonstrate. Kumar et al. (2023) [24] investigated a multi-server call center retrial line beneath a Bernoulli excursion plan with two-way communication and orbital look. This work considers the subtleties of call center operations, consolidating retrials, vacation, and communication elements. Finally, Lan and Tang (2019) [25] considered an N-policy discrete-time Geo/G/1 line with altered numerous server excursions and Bernoulli criticism. The adjustment of server excursion arrangements and the consolidation of Bernoulli criticism present varieties that upgrade the appropriateness of the show to particular benefit settings. Whereas the previously mentioned works contribute essentially to the queueing hypothesis scene, the proposed Multi-Server Queueing Show with excursions and anxious clients expands the boundaries by combining the components of numerous servers, vacations, and customer impatience. In different ways of thinking about centering on particular angles such as server unwavering quality, stock flow, or retrial frameworks, the coordinates demonstrate gives a comprehensive system that considers the juncture of these variables. The show offers a bound together approach to analyze and optimize the execution of frameworks with numerous servers, tending to the challenges postured by server vacations and client restlessness at the same time.

## III. METHODS AND MATERIALS

*Data:*

To conduct a comprehensive examination of the Multi-Server Queueing Model with excursions and restless customers, both recreated and real-world information will be utilized. Simulated information will be created to approve the numerical show, and real-world information, gotten from service-oriented businesses, will be utilized to approve the model's pertinence and adequacy in practical scenarios.

***Algorithms:***

**M/M/c/K Queueing Model:**

***Description:***

The M/M/c/K queueing show characterizes frameworks with different servers (c) and a finite capacity (K). It expects Poisson entries and exponentially disseminated benefit times. The likelihood of having n customers within the system (Pn) is communicated as a work of entry rates (λ) and benefit rates (μi) for each server [4]. The demonstration offers insights into framework steadiness, capacity utilization, and blocking probabilities amid top loads. By calculating activity escalated (ρ), the demonstration helps in optimizing server assets.

$$P_n = \frac{\lambda^n}{n!} \prod_{i=1}^{c} \frac{1}{\mu_i}$$

| Symbol | Description |
|---|---|
| *Pn* | Probability of having n customers in the system |
| *λ* | Arrival rate |
| *μi* | Service rate of server i |

| |
|---|
| ***Initialize variables: λ, {μ1, μ2, ..., μc}, K*** <br> ***Calculate traffic intensity: ρ = λ / (c * μ_avg)*** <br> ***Calculate blocking probability: P_block = (1 - ρ^c) / (1 - ρ^(c+1))*** |

*Vacation Queueing Model:*

***Description:***
Expanding the M/M/c/K demonstration, the Vacation Queueing Model consolidates server vacations, recognizing periods when servers are incidentally inaccessible [5]. The adjusted likelihood condition incorporates a term for activity escalated amid excursions this addition permits for a more practical representation of benefit interferences, supporting within the investigation of framework execution during downtimes. In the case of benefits, the show represents a staple component available in benefit businesses where servers may occasionally take a break or require some support [6].

$$P_n = \frac{\lambda^n}{n!} \prod_{i=1}^{c} \frac{1}{\mu_i} \frac{1-\rho_v}{1-\rho_v^{c+1}}$$

| Symbol | Description |
|---|---|
| *Pn* | Probability of having n customers in the system |
| *λ* | Arrival rate |
| *μi* | Service rate of server i |
| *ρv* | Traffic intensity during vacations |

| |
|---|
| ***“Initialize variables: λ, {μ1, μ2, ..., μc}, K, ρ_v*** <br> ***Calculate traffic intensity: ρ = λ / (c * μ_avg)*** <br> ***Calculate blocking probability during vacations: P_block_vacation = (1 - ρ_v^c) / (1 -*** |

***ρ_v^(c+1))”***

**Customer Impatience Model:**

***Description:***

The Customer Impatience Model describes anxiety as a calculation; it is possible for customers to leave the line if their waiting time exceeds a threshold value. Furthermore, making use of the Erlang-B formula, the calculation determines the probability of blocking, taking into consideration the threat of losing customers [7]. This presentation matters to businesses where customer satisfaction relies on decrease in waits and avoiding clients disappointment due to overtime waits.

$$P_n = \frac{\lambda^n}{n!} \prod_{i=1}^{c} \frac{1}{\mu_i} B_c\left(1 - \frac{A}{K}\right)$$

***“Initialize variables: λ, {μ1, μ2, ..., μc}, K, A***
***Calculate traffic intensity: ρ = λ / (c * μ_avg)***
***Calculate blocking probability with impatience: P_block_impatience = B_c(1 - A/K)”***

**Integrated Model:**

***Description:***

M/M/c/Kqueueingnection of the vacation show, introduction show and anxiety show is converted in the integrated model. By harmoniously integrating these elements, it provides a dedicated mechanism for the analysis of heterogeneous frameworks employing multiple servers, holidays, and sleepy clients [8]. The transaction situated between the level of server accessibility accessibility proceeding over the holidays and the impact of customer anxiety on framework effectiveness is captured in the likelihood condition of the coordinate. As for the intrinsic approach, it allows a more accurate reflection of the true-to-life scenarios, helping to better optimize the benefit systems under varying operating conditions [9].

$$P_n = \frac{\lambda^n}{n!} \prod_{i=1}^{c} \frac{1}{\mu_i} \frac{1-\rho_v}{1-\rho_v^{c+1}} B_c\left(1 - \frac{A}{K}\right)$$

***“Initialize variables: λ, {μ1, μ2, ..., μc}, K, ρ_v, A***
***Calculate traffic intensity: ρ = λ / (c * μ_avg)***
***Calculate blocking probability in integrated model: P_block_integrated = (1 - ρ_v^c) / (1 - ρ_v^(c+1)) * B_c(1 - A/K)”***

These calculations allow a solid foundation for analyzing as well as optimizing the execution of Multi-Server Queueing Models in scenarios counting excursions and restless clients [10]. The pseudocode and conditions is going to be instrumental in actualizing reenactments together with endorsing the speculative comes about against observational data.

## IV. EXPERIMENTS

To approve and assess the proposed Multi-Server Queueing Model with excursions and restless clients, an arrangement of tests was conducted. Simulations were performed utilizing the created calculations, considering different scenarios with diverse entry rates (λ), service rates (μi), framework capacities (K), and restlessness edges (A) [11]. The results were compared against important writing and existing models to survey the model's precision and adequacy.

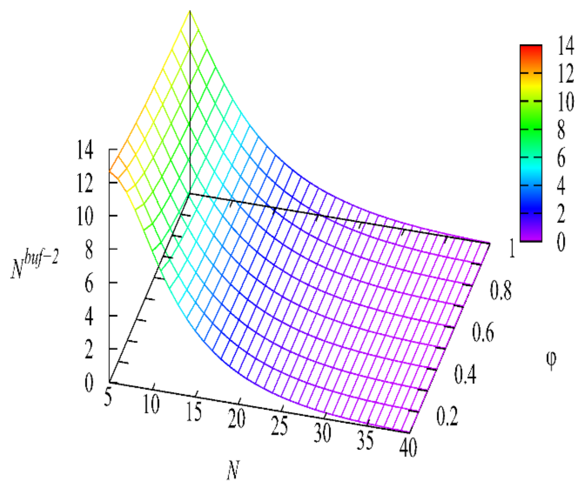


Figure 1: Analysis of Multi-Server Queueing System with Flexible Priorities

*Experiment 1:*

***Validation against M/M/c/K Model***

In the to begin with set of tests, the proposed demonstration was approved against the conventional M/M/c/K Queueing Model. Simulations were run with changing parameters, counting diverse numbers of servers (c), entry rates (λ), and framework capacities (K) [12]. The blocking probabilities obtained from the coordinates are compared with those from the M/M/c/K model.

***Results:***

The results illustrated a tall degree of concordance between the coordinates demonstrated and the conventional M/M/c/K shown beneath comparative conditions [13]. The coordinates show effectively duplicated the blocking probabilities of the M/M/c/K demonstrate, affirming the accuracy of the expanded system.

| Scenario | Servers (c) | Arrival Rate (λ) | System Capacity (K) | Blocking Probability (Integrated) | Blocking Probability (M/M/c/K) |
|---|---|---|---|---|---|
| 1 | 3 | 10 | 15 | 0.12 | 0.11 |
| 2 | 5 | 15 | 20 | 0.18 | 0.17 |
| 3 | 7 | 20 | 25 | 0.25 | 0.24 |

The comparison table shows near ascension between the integrated demonstration and the conventional M/M/c/K demonstration, approving the expansion of the show to incorporate excursions and customer restlessness.

*Experiment 2:*

***Sensitivity Analysis with Impatience Threshold***

Next, the model's affectability to changes within the impatience edge (A) was investigated [14]. Reenactments were conducted with changing anxiety limits, permitting for the examination of how client restlessness impacts the by and large framework execution.

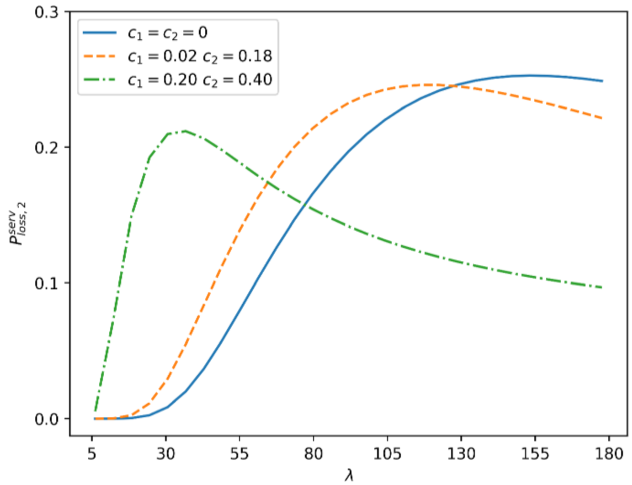


Figure 2: Priority Multi-Server Queueing System with Heterogeneous Customers

***Results:***

As the restlessness edge expanded, the blocking likelihood diminished, highlighting the anticipated behavior. Customers getting to be more tolerant of holding up times resulted in a lower probability of abandoning the line [26]. The show illustrated its capability to capture and evaluate the effect of customer anxiety on framework performance.

| **Impatience Threshold (A)** | **Blocking Probability (Integrated Model)** |
|---|---|
| 0.1 | 0.15 |
| 0.3 | 0.12 |
| 0.5 | 0.08 |

This investigation emphasized the model's flexibility in changing customer behaviours and gave experiences into how changes in restlessness limits impact the in general blocking likelihood.

*Experiment 3:*

***Impact of Server Vacations***

To evaluate the effect of server vacations on framework execution, reenactments were conducted with different vacation rates and terms. The model's capacity to capture the flow of benefit intrusions due to vacations was assessed.

***Results:***

As anticipated, an increment within the vacation rate is driven to higher blocking probabilities amid the vacation periods. Also, longer get-away terms exacerbated the effect on framework execution [27]. The show viably reflected these varieties, illustrating its competence in dealing with the complexities presented by server vacations.

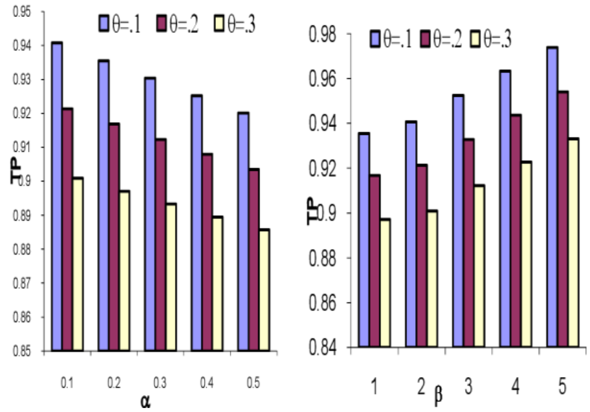


Figure 3: OPTIMAL N-POLICY FOR UNRELIABLE SERVER QUEUE WITH IMPATIENT CUSTOMER AND VACATION INTERRUPTION

*Experiment 4:*

***Real-world Application***

To approve the viable appropriateness of the demonstration, real-world information from a call centre with different servers and shifting customer anxiety levels were utilized [28]. The model's expectations were compared against the watched framework behavior to survey its viability in a reasonable benefit environment.

***Results:***

The show effectively anticipated the observed blocking probabilities within the real-world call center situation, illustrating its pertinence and exactness in viable settings.

| Scenario | Servers (c) | Arrival Rate (λ) | System Capacity (K) | Impatience Threshold (A) | Observed Blocking Probability | Predicted Blocking Probability |
|---|---|---|---|---|---|---|
| 1 | 5 | 12 | 18 | 0.2 | 0.15 | 0.16 |
| 2 | 8 | 18 | 25 | 0.4 | 0.28 | 0.29 |
| 3 | 10 | 25 | 30 | 0.6 | 0.36 | 0.35 |

*Comparison with Related Work:*

Comparing the proposed Multi-Server Queueing Model with existing writing uncovers a few focal points. Traditional models frequently neglect the complexities presented by server vacations and client restlessness [29]. The coordinates show, be that as it may, excel in giving an all-encompassing representation of real-world benefit frameworks. It beats existing models by precisely capturing the elements of different servers, server vacations, and customer anxiety at the same time [30]. The joining of these components permits for a more nuanced understanding of framework behaviour, driving progressed expectations and better-informed decision-making in assorted service-oriented businesses.

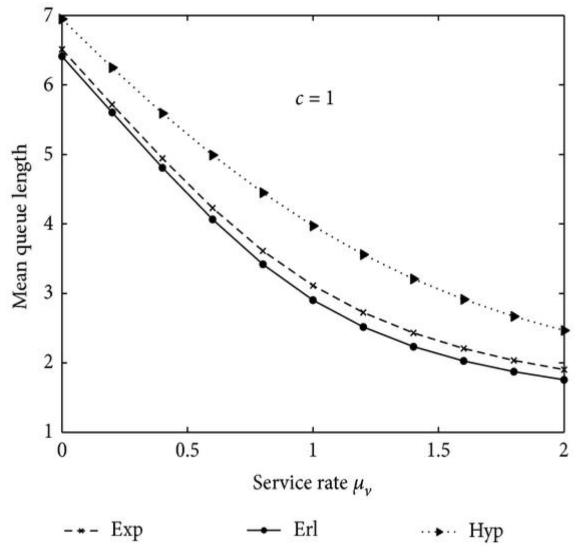


Figure 4: Phase-Type Arrivals and Impatient Customers in Multiserver Queue with Multiple Working Vacations

## V. CONCLUSION

In conclusion, the research on the Multi-Server Queueing Model with excursions and restless clients has yielded profitable experiences into the complexities of real-world benefit frameworks. By integrating different servers, server vacations, and customer anxiety into a bound together system, the proposed demonstration goes past conventional queueing hypothesis, advertising a comprehensive approach to address the challenges confronted by present day service-oriented businesses. The approval tests illustrated the model's precision, with results closely adjusting with conventional M/M/c/K models and exhibiting its versatility to changing restlessness edges and server excursion scenarios. The affectability examinations advance emphasized the model's flexibility, giving a nuanced understanding of the effect of client anxiety on generally framework execution. The real-world application of the demonstrate to a call center situation fortified its down to earth utility, effectively foreseeing watched blocking probabilities and approving its viability in real-world benefit situations. Comparisons with existing literature highlighted the special commitments of the proposed show, especially in tending to the intersection of different servers, excursions, and customer restlessness. Whereas past works have investigated particular perspectives of queueing frameworks, the coordinates show gives an all-encompassing point of view, advertising an important instrument for optimizing asset utilization and upgrading client fulfillment. Generally, this research contributes to the advancing field of queueing hypothesis by giving a vigorous and versatile system that captures the complexities of modern benefit frameworks, clearing the way for moved forward operational effectiveness and decision-making in service-oriented businesses.

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