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principles and processes involved in the analysis of the probabilistic nature of queues. Rather than focus narrowly on a particular application area, the authors illustrate the theory in practice across a range of fields, from computer science and various engineering disciplines to

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Gamma distributions are used, for example, in queueing theory to model waiting times (Shortle, Thompson, Gross, & Harris, 2018). In a recent study in which

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number of service channels, and (6) number of service stages.

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