

A FEW WORDS ON $M/E_K/1/1$ QUEUING MODEL WITH RENEGING CUSTOMER

PALLABI MEDHI & AMIT CHOUDHURY

Department of Statistics, Gauhati University, Guwahati-781014, Assam, India

ABSTRACT

In the context of our fast-paced world, customer impatience in queuing systems is a reality. In this paper, we analyze a queuing system with Erlangian service discipline assuming that customers may renege. Analysis in steady state is presented. Relevant performance measures have been discussed.

KEYWORDS: Erlangian service, Finite buffer, Impatience, Queuing, Reneging. 2000 Mathematics Subject Classification: 60K25, 68M20, 90B22.