

عنوان مقاله:

Evaluation of Call Center System with Simulation Technique and Design of Experiments

محل انتشار:

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نویسندگان:

Farid Safaee Nik - MS Student of Industrial Engineering, Yazd University, Yazd, Iran

Mohammad Saber Fallah Nezhad - Assistant Professor of Industrial Engineering, Yazd University, Yazd, Iran

Yahia Zare Mehrjerdi - Associate Professor of Industrial Engineering, Yazd University, Yazd, Iran

خلاصه مقاله:

In each organization, management pursues implementing systems for attaining his objectives until provides suitable environment for presenting services. Call centers are one of the service centers that have been investigated in recent years. The development of call center industry resulted in complicating these systems that has led to complicated management and design of these systems. The objective of this paper is the evaluation of call center systems. For this objective, first with the understanding most important problems in call center units, the simulation model of this system is designed and then validity of this model for adapting it with real system is analyzed. At the end, some solutions are presented for improving the performance of system by using design of experiments. The proposed scenarios are simulated and improved model is introduced.

کلمات کلیدی:

Call center, Simulation, Design of Experiments

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