

## Call Center Workshop

### Invited Talk Titles (February 25, 2004)

**O. Zeynep Aksin**, Koc University, zaksin@ku.edu.tr

*Cross-selling in call centers: Modeling and Optimization*

---

**Mor Armony**, New York University, marmony@stern.nyu.edu

*Managing Large Call Centers*

---

**Rami Atar**, Technion - Israel Institute of Technology, atar@ee.technion.ac.il

*Queueing systems with many servers: Control theory and heavy traffic asymptotics*

---

**Noah F. Gans**, The Wharton School, gans@wharton.upenn.edu

*Tutorial on the basics of call-center operations*

---

**Michael J. Harrison**, Stanford University, harrison\_michael@gsb.stanford.edu

*A Method for Staffing Large Call Centers Based on Stochastic fluid Models*

---

**Stefan Helber**, University of Hannover, stefan.helber@prod.uni-hannover.de

*Profit-maximizing multi-period agent allocation in different types of inbound call centers*

---

**Ger Koole**, Vrije Universiteit, koole@few.vu.nl

*Routing and staffing in multi-skill call centers*

---

**Pierre L'Écuyer**, Université de Montréal, lecuyer@iro.umontreal.ca

*Staffing and Scheduling in Call Centers*

---

**Avi Mandelbaum**, Technion - Israel Institute of Technology, avim@tx.technion.ac.il

*QED Q's*

---

**William A. Massey**, Princeton University, wmassey@princeton.edu

No title yet

---

**Haipeng Shen**, University of North Carolina, Chapel Hill, haipeng@email.unc.edu

*Statistical Analysis of a Telephone Call Center: A Queueing-Science Perspective*

---

**Ward Whitt**, Columbia University, ward.whitt@columbia.edu

*Approximations for Multi-Server Queues with Abandonments*

---

**Assaf Zeevi**, Columbia University, assaf@gsb.columbia.edu

*Dynamic Routing in Large Call Centers: Asymptotic Analysis of an LP-based Method*

---

**Yong-Pin Zhou**, University of Washington, yongpin@u.washington.edu

*Managing learning and turnover in employee staffing*

---