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Automatic Queuing Model for Banking Applications

21071999 · Automatic Queuing Model for Banking Applications Dr Ahmed S A AL-Jumaily Department of Multimedia IT College, Ahlia University Manama, Bahrain Dr Huda K T AL-Jobori Department of Information Technology IT College, Ahlia University Manama, Bahrain Abstract—Queuing is the process of moving customers in a specific sequence to a specific service according to the ...

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On Application of Queuing Models to Customers Management ...

Management in Banking System Eze, Everestus Obinwanne1, Odunukwe, Adaora Darlingtona Department of Mathematics and Statistics, Caritas University, Amorji-

Nike, Enugu state , Nigeria Abstract: Queue is a common sight in banks these days especially on Mondays and on Fridays Hence queuing theory which is the mathematical study of waiting lines or queue is suitable to be applied in the banking

Smart Queue Management System for Banking Sector

technique for queuing system called automatic queuing system The proposed technique showed improvements in average waiting time Mrs SMaragatha Sundari, Dr SSrinivasan[4] have used the highly suitable modeling tool for MMC queueing model, the stochastic Birth-death Markov process and have eliminated the long waiting hours for customers Bhavin Patel, Pravin Bhathawala[5] have ...

On the Application of Queuing Model in Nigeria Banking ...

On the Application of Queuing Model in Nigeria Banking Sector: A Case Study of Zenith Bank Plc, Abakaliki Branch O C Asogwa α, C M Eze σ& M T Edeaja ρ Abstract-This study focused on the queuing system in Nigerian banking sector The sources of data were primary and were collected from Zenith Bank Plc, Abakaliki Branch at the withdrawal section of the banking hall for four days in a On The Application of Queuing Model in Nigeria Banking ...

On The Application of Queuing Model in Nigeria Banking Sector: a Case Study of Zenith Bank Plc, Abakaliki Branch

O service demands on calls on utilization of automatic dial equipment Over the years, there have been technological advancements such as Internet Banking, Mobile or Telephone Banking, Automated Teller Machine (ATM) etc by banks in attempt to minimize waiting line problem ...

Queuing Process and Its Application to Customer Service ...

Queuing Process and Its Application to Customer Service Delivery (A Case study of Fidelity Bank Plc, Maiduguri) H R Bakari1, H A Chamalwa1 and A M Baba2 1 (Department of Mathematics and Statistics University of Maiduguri, Nigeria) 2(Department of Mathematical Sciences Programme, Abubakar Tafawa Balewa University, Bauchi, Nigeria) ABSTRACT: Standing in line can cause ...

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Solving Of Waiting Lines Models in the Bank Using Queuing ...

The model illustrated in this Bank for customers on a level with service is the multiple-channel queuing model with Poisson Arrival and Exponential Service Times (M/M/S) After a series of operating characteristics are computed, total expected costs are studied, total costs is the sum of the cost of providing service plus the cost of waiting time Finally we find the total minimum expected

Optimization of a Call Centre Performance Using the ...

banking, insurance, telecommunication companies, online catalogue shops, market research agencies, etc A call centre constitutes a set of resources (typically personnel, computers and telecommunication equipment), which enable the delivery of services via telephone Therefore, every call centre can be described as a quite complex queueing system with its own particularity Inbound calls

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