

A heterogeneous queuing system with reverse balking and renegeing

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Abstrak

We study a finite capacity Markovian queuing system with two heterogeneous servers, reverse balking, and renegeing. The stationary system size probabilities are obtained by using iterative method. The measures of performance like expected system size, the average rate of reverse balking, and the average rate of renegeing are obtained. Finally, the sensitivity analysis of the model is carried out.