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diffusion limits for \$G/Ph/n+G/\$ queues

J. G. Dai,
Shuangchi He,
Tolga Tezcan

*(Submitted on 9
Nov 2010)*

This
paper

studies
many-
server
limits for
multi-
server
queues
that
have a
phase-
type
service
time
distribution
and
allow for
customer
abandonment.

The first
set of
limit
theorems
is for
critically
loaded
 $\rho = 1$
queues,
where
the
patience
times
are
independent
and