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Queueing theory is the mathematical study of waiting lines, or queues. A queueing model is constructed so that queue lengths and waiting time can be predicted. Queueing theory is generally considered a branch of operations research because the results are often used when making business decisions about the resources needed to provide a service.

### **Queueing theory - Wikipedia**

International Journal of Academic Research in Business and Social Sciences February 2014, Vol. 4, No. 2  
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### **Teletraffic engineering - Wikipedia**

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iii PREFACE The CAL3QHC Version 2.0 model has been slightly revised. The revisions to the model are reflected in this version of the user's guide.

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