# Online supplement: Transient staffing at the beginning of work 

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This document is an online supplement that provides additional numerical support for our observations.

## 1 Numerical experiments - effect of the arrival rate

In this first section, we present two tables that confirm the observations made for the effect of the arrival rate.

| $\mathbf{y}$ | $\boldsymbol{\lambda}=\mathbf{0 . 5}$ | $\boldsymbol{\lambda}=\mathbf{1}$ | $\boldsymbol{\lambda}=\mathbf{1 . 5}$ | $\boldsymbol{\lambda}=\mathbf{2}$ | $\boldsymbol{\lambda}=\mathbf{2 . 5}$ | $\boldsymbol{\lambda}=\mathbf{3}$ | $\boldsymbol{\lambda}=\mathbf{3 . 5}$ | $\boldsymbol{\lambda}=\mathbf{4}$ | $\boldsymbol{\lambda}=\mathbf{4 . 5}$ | $\boldsymbol{\lambda}=\mathbf{5}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 10.00 | 5.00 | 3.33 | 2.50 | 2.00 | 1.67 | 1.43 | 1.25 | 1.11 | 1.00 |
| 2 | 13.3 | 6.26 | 4.12 | 3.08 | 2.46 | 2.05 | 1.76 | 1.54 | 1.37 | 1.23 |
| 3 | 21.52 | 7.88 | 5.02 | 3.69 | 2.93 | 2.43 | 2.07 | 1.81 | 1.61 | 1.45 |
| 4 | - | 10.18 | 6.08 | 4.39 | 3.44 | 2.84 | 2.41 | 2.10 | 1.86 | 1.67 |
| 5 | - | 14.08 | 7.41 | 5.18 | 4.01 | 3.28 | 2.77 | 2.41 | 2.13 | 1.91 |
| 6 | - | 25.48 | 9.15 | 6.11 | 4.64 | 3.76 | 3.16 | 2.73 | 2.40 | 2.15 |
| 7 | - | - | 11.67 | 7.23 | 5.36 | 4.28 | 3.57 | 3.07 | 2.70 | 2.40 |
| 8 | - | - | 16.20 | 8.62 | 6.17 | 4.86 | 4.02 | 3.44 | 3.00 | 2.67 |
| 9 | - | - | 33.76 | 10.48 | 7.14 | 5.50 | 4.51 | 3.83 | 3.33 | 2.95 |
| 10 | - | - | - | 13.27 | 8.30 | 6.24 | 5.04 | 4.25 | 3.67 | 3.24 |
| 11 | - | - | - | 18.73 | 9.77 | 7.08 | 5.63 | 4.70 | 4.04 | 3.55 |
| 12 | - | - | - | 65.11 | 11.78 | 8.08 | 6.30 | 5.19 | 4.44 | 3.88 |
| 13 | - | - | - | - | 14.94 | 9.30 | 7.05 | 5.74 | 4.87 | 4.23 |
| 14 | - | - | - | - | 22.15 | 10.88 | 7.93 | 6.35 | 5.33 | 4.61 |
| 15 | - | - | - | - | - | 13.1 | 8.97 | 7.03 | 5.83 | 5.01 |
| 16 | - | - | - | - | - | 16.88 | 10.27 | 7.81 | 6.39 | 5.44 |
| 17 | - | - | - | - | - | 30.44 | 12.00 | 8.73 | 7.02 | 5.92 |
| 18 | - | - | - | - | - | - | 14.60 | 9.84 | 7.73 | 6.44 |
| 19 | - | - | - | - | - | - | 20.09 | 11.28 | 8.55 | 7.01 |
| 20 | - | - | - | - | - | - | - | 13.32 | 9.55 | 7.67 |
| 21 | - | - | - | - | - | - | - | 16.97 | 10.81 | 8.44 |
| 22 | - | - | - | - | - | - | - | 37.32 | 12.57 | 9.36 |
| 23 | - | - | - | - | - | - | - | - | 15.56 | 10.54 |
| 24 | - | - | - | - | - | - | - | - | 25.56 | 12.20 |
| 25 | - | - | - | - | - | - | - | - | - | 15.06 |
| 26 | - | - | - | - | - | - | - | - | - | 24.79 |
| $S$ | 44.82 | 68.88 | 96.74 | 148.39 | 105.09 | 132.67 | 123.58 | 160.71 | 151.43 | 154.82 |
| $s$ | 3 | 6 | 9 | 12 | 14 | 17 | 19 | 22 | 24 | 26 |

Table 1: Effect of the arrival rate $\left(\mu=0.2, \gamma=0, q^{*}=5, N=50, \epsilon=0.001\right)$

## 2 Numerical experiments - effect of the abandonment rate

We now present two tables that confirm the observations made for the effect of the abandonment rate.

| $\mathbf{y}$ | $\boldsymbol{\lambda}=\mathbf{0 . 5}$ | $\boldsymbol{\lambda}=\mathbf{1}$ | $\boldsymbol{\lambda}=\mathbf{1 . 5}$ | $\boldsymbol{\lambda}=\mathbf{2}$ | $\boldsymbol{\lambda}=\mathbf{2 . 5}$ | $\boldsymbol{\lambda}=\mathbf{3}$ | $\boldsymbol{\lambda}=\mathbf{3 . 5}$ | $\boldsymbol{\lambda}=\mathbf{4}$ | $\boldsymbol{\lambda}=\mathbf{4 . 5}$ | $\boldsymbol{\lambda}=\mathbf{5}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | - | - | 5.49 | 3.47 | 2.55 | 2.03 | 1.68 | 1.44 | 1.26 | 1.12 |
| 2 | - | - | 8.06 | 4.60 | 3.29 | 2.58 | 2.12 | 1.81 | 1.57 | 1.40 |
| 3 | - | - | 13.47 | 6.03 | 4.12 | 3.16 | 2.57 | 2.17 | 1.88 | 1.66 |
| 4 | - | - | - | 8.02 | 5.11 | 3.82 | 3.07 | 2.57 | 2.21 | 1.95 |
| 5 | - | - | - | 11.38 | 6.34 | 4.58 | 3.62 | 3.00 | 2.57 | 2.25 |
| 6 | - | - | - | 27.10 | 7.98 | 5.47 | 4.23 | 3.47 | 2.94 | 2.56 |
| 7 | - | - | - | - | 10.42 | 6.55 | 4.93 | 3.98 | 3.35 | 2.90 |
| 8 | - | - | - | - | 15.36 | 7.93 | 5.73 | 4.55 | 3.79 | 3.26 |
| 9 | - | - | - | - | - | 9.84 | 6.70 | 5.20 | 4.28 | 3.65 |
| 10 | - | - | - | - | - | 12.97 | 7.89 | 5.94 | 4.82 | 4.07 |
| 11 | - | - | - | - | - | 23.11 | 9.46 | 6.81 | 5.42 | 4.53 |
| 12 | - | - | - | - | - | - | 11.75 | 7.85 | 6.10 | 5.04 |
| 13 | - | - | - | - | - | - | 16.11 | 9.18 | 6.89 | 5.6 |
| 14 | - | - | - | - | - | - | - | 10.99 | 7.82 | 6.23 |
| 15 | - | - | - | - | - | - | - | 13.86 | 8.97 | 6.95 |
| 16 | - | - | - | - | - | - | - | 21.33 | 10.47 | 7.79 |
| 17 | - | - | - | - | - | - | - | - | 12.61 | 8.81 |
| 18 | - | - | - | - | - | - | - | - | 16.46 | 10.08 |
| 19 | - | - | - | - | - | - | - | - | - | 11.80 |
| 20 | - | - | - | - | - | - | - | - | - | 14.45 |
| 21 | - | - | - | - | - | - | - | - | - | 20.56 |
| $S$ | 0.00 | 0.00 | 27.02 | 60.60 | 55.17 | 82.04 | 79.86 | 104.15 | 103.41 | 126.66 |
| $s$ | 0 | 0 | 3 | 6 | 8 | 11 | 13 | 16 | 18 | 21 |

Table 2: Effect of the arrival rate $\left(\mu=0.2, \gamma=0.2, q^{*}=5, N=50, \epsilon=0.001\right)$

| $\mathbf{y}$ | $\gamma=\mathbf{0}$ | $\gamma=\mathbf{0 . 1}$ | $\gamma=\mathbf{0 . 2 5}$ | $\gamma=\mathbf{0 . 5}$ | $\gamma=\mathbf{0 . 7 5}$ | $\gamma=\mathbf{0 . 9}$ | $\gamma=\mathbf{1}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 2.50 | 2.88 | 3.92 | - | - | - | - |
| 2 | 3.08 | 3.64 | 5.44 | - | - | - | - |
| 3 | 3.69 | 4.50 | 7.58 | - | - | - | - |
| 4 | 4.39 | 5.53 | 11.45 | - | - | - | - |
| 5 | 5.18 | 6.82 | - | - | - | - | - |
| 6 | 6.11 | 8.53 | - | - | - | - | - |
| 7 | 7.23 | 11.11 | - | - | - | - | - |
| 8 | 8.62 | 16.39 | - | - | - | - | - |
| 9 | 10.48 | - | - | - | - | - | - |
| 10 | 13.27 | - | - | - | - | - | - |
| 11 | 18.73 | - | - | - | - | - | - |
| 12 | 65.11 | - | - | - | - | - | - |
| $S$ | 148.39 | 59.40 | 28.39 | 0 | 0 | 0 | 0 |
| $s$ | 12 | 8 | 4 | 0 | 0 | 0 | 0 |

Table 3: Effect of the abandonment rate $\left(\mu=0.2, \lambda=2, q^{*}=5, N=50, \epsilon=0.001\right)$

| $\mathbf{y}$ | $\gamma=\mathbf{0}$ | $\gamma=\mathbf{0 . 1}$ | $\gamma=\mathbf{0 . 2 5}$ | $\gamma=\mathbf{0 . 5}$ | $\gamma=\mathbf{0 . 7 5}$ | $\gamma=\mathbf{0 . 9}$ | $\gamma=\mathbf{1}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0.63 | 0.65 | 0.68 | 0.75 | 0.84 | 0.92 | 0.98 |
| 2 | 0.78 | 0.81 | 0.85 | 0.95 | 1.09 | 1.21 | 1.31 |
| 3 | 0.91 | 0.94 | 1.01 | 1.14 | 1.33 | 1.49 | 1.63 |
| 4 | 1.04 | 1.09 | 1.16 | 1.33 | 1.58 | 1.79 | 1.98 |
| 5 | 1.18 | 1.23 | 1.33 | 1.53 | 1.84 | 2.11 | 2.35 |
| 6 | 1.32 | 1.38 | 1.50 | 1.74 | 2.11 | 2.45 | 2.76 |
| 7 | 1.46 | 1.54 | 1.67 | 1.96 | 2.41 | 2.82 | 3.20 |
| 8 | 1.61 | 1.70 | 1.85 | 2.19 | 2.72 | 3.21 | 3.68 |
| 9 | 1.76 | 1.86 | 2.03 | 2.43 | 3.05 | 3.64 | 4.22 |
| 10 | 1.91 | 2.03 | 2.23 | 2.68 | 3.40 | 4.11 | 4.83 |
| 11 | 2.07 | 2.20 | 2.43 | 2.94 | 3.79 | 4.63 | 5.52 |
| 12 | 2.24 | 2.38 | 2.63 | 3.22 | 4.20 | 5.22 | 6.33 |
| 13 | 2.41 | 2.57 | 2.85 | 3.52 | 4.65 | 5.88 | 7.31 |
| 14 | 2.58 | 2.76 | 3.08 | 3.83 | 5.15 | 6.65 | 8.57 |
| 15 | 2.76 | 2.96 | 3.32 | 4.17 | 5.70 | 7.57 | 10.36 |
| 16 | 2.95 | 3.17 | 3.56 | 4.53 | 6.33 | 8.71 | 15.77 |
| 17 | 3.14 | 3.38 | 3.83 | 4.91 | 7.04 | 10.25 | - |
| 18 | 3.34 | 3.61 | 4.10 | 5.33 | 7.88 | 12.78 | - |
| 19 | 3.55 | 3.84 | 4.40 | 5.79 | 8.90 | - | - |
| 20 | 3.76 | 4.09 | 4.71 | 6.30 | 10.20 | - | - |
| 21 | 3.99 | 4.35 | 5.04 | 6.86 | 12.02 | - | - |
| 22 | 4.23 | 4.63 | 5.39 | 7.50 | 15.50 | - | - |
| 23 | 4.48 | 4.93 | 5.78 | 8.23 | - | - | - |
| 24 | 4.76 | 5.25 | 6.20 | 9.10 | - | - | - |
| 25 | 5.05 | 5.59 | 6.67 | 10.16 | - | - | - |
| 26 | 5.38 | 5.98 | 7.20 | 11.55 | - | - | - |
| 27 | 5.76 | 6.42 | 7.81 | 13.67 | - | - | - |
| 28 | 6.20 | 6.94 | 8.57 | 20.63 | - | - | - |
| 29 | 6.73 | 7.59 | 9.56 | - | - | - | - |
| 30 | 7.44 | 8.46 | 11.09 | - | - | - | - |
| 31 | 8.46 | 9.82 | 15.16 | - | - | - | - |
| 32 | 10.34 | 13.32 | - | - | - | - | - |
| $S$ | 114.22 | 127.47 | 137.69 | 148.94 | 111.73 | 85.44 | 80.80 |
| $s$ | 32 | 32 | 31 | 28 | 22 | 18 | 16 |

Table 4: Effect of the abandonment rate $\left(\mu=0.2, \lambda=8, q^{*}=5, N=50, \epsilon=0.001\right)$

## 3 Numerical experiments - effect of the traffic intensity

We now present two tables that confirm the observations made for the effect of the traffic intensity.

| $\mathbf{y}$ | $\boldsymbol{\mu}=\mathbf{0 . 1}$ | $\boldsymbol{\mu}=\mathbf{0 . 2 5}$ | $\boldsymbol{\mu}=\mathbf{0 . 5}$ | $\boldsymbol{\mu}=\mathbf{0 . 7 5}$ | $\boldsymbol{\mu}=\mathbf{1}$ | $\boldsymbol{\mu}=\mathbf{1 . 5}$ | $\boldsymbol{\mu}=\mathbf{2}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 3.33 | 1.33 | 0.67 | 0.44 | 0.33 | 0.22 | 0.17 |
| 2 | 4.07 | 1.64 | 0.83 | 0.56 | 0.43 | 0.29 | 0.23 |
| 3 | 4.83 | 1.95 | 0.99 | 0.67 | 0.51 | 0.35 | 0.26 |
| 4 | 5.65 | 2.27 | 1.15 | 0.77 | 0.59 | 0.40 | 0.31 |
| 5 | 6.53 | 2.63 | 1.33 | 0.89 | 0.67 | 0.46 | 0.35 |
| 6 | 7.49 | 3.01 | 1.52 | 1.02 | 0.77 | 0.52 | 0.40 |
| 7 | 8.54 | 3.43 | 1.73 | 1.16 | 0.88 | 0.59 | 0.45 |
| 8 | 9.69 | 3.89 | 1.96 | 1.31 | 0.99 | 0.67 | 0.51 |
| 9 | 10.99 | 4.41 | 2.22 | 1.49 | 1.12 | 0.76 | 0.57 |
| 10 | 12.45 | 5.00 | 2.51 | 1.68 | 1.27 | 0.85 | 0.65 |
| 11 | 14.14 | 5.67 | 2.85 | 1.91 | 1.44 | 0.97 | 0.73 |
| 12 | 16.14 | 6.47 | 3.25 | 2.17 | 1.63 | 1.10 | 0.83 |
| 13 | 18.58 | 7.45 | 3.73 | 2.50 | 1.88 | 1.26 | 0.95 |
| 14 | 21.73 | 8.71 | 4.36 | 2.92 | 2.20 | 1.47 | 1.11 |
| 15 | 26.17 | 10.48 | 5.25 | 3.51 | 2.64 | 1.77 | 1.33 |
| 16 | 33.73 | 13.51 | 6.77 | 4.53 | 3.39 | 2.27 | 1.71 |
| 17 | 60.87 | 24.36 | 12.19 | 8.13 | 6.11 | 4.08 | 3.07 |
| $S$ | 264.93 | 106.21 | 53.31 | 35.69 | 26.88 | 18.03 | 13.63 |
| $s$ | 17 | 17 | 17 | 17 | 17 | 17 | 17 |

Table 5: Effect of the traffic intensity $\left(a=15, b=0, q^{*}=5, N=50, \epsilon=0.001\right)$

| $\mathbf{y}$ | $\boldsymbol{\mu}=\mathbf{0 . 1}$ | $\boldsymbol{\mu}=\mathbf{0 . 2 5}$ | $\boldsymbol{\mu}=\mathbf{0 . 5}$ | $\boldsymbol{\mu}=\mathbf{0 . 7 5}$ | $\boldsymbol{\mu}=\mathbf{1}$ | $\boldsymbol{\mu}=\mathbf{1 . 5}$ | $\boldsymbol{\mu}=\mathbf{2}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 4.05 | 1.62 | 0.81 | 0.54 | 0.41 | 0.27 | 0.20 |
| 2 | 5.13 | 2.06 | 1.04 | 0.70 | 0.53 | 0.36 | 0.28 |
| 3 | 6.30 | 2.53 | 1.28 | 0.86 | 0.65 | 0.44 | 0.34 |
| 4 | 7.62 | 3.06 | 1.54 | 1.03 | 0.78 | 0.53 | 0.40 |
| 5 | 9.13 | 3.67 | 1.84 | 1.24 | 0.93 | 0.63 | 0.48 |
| 6 | 10.92 | 4.38 | 2.20 | 1.47 | 1.11 | 0.75 | 0.56 |
| 7 | 13.08 | 5.25 | 2.63 | 1.76 | 1.33 | 0.89 | 0.67 |
| 8 | 15.85 | 6.35 | 3.18 | 2.13 | 1.60 | 1.07 | 0.81 |
| 9 | 19.67 | 7.88 | 3.95 | 2.64 | 1.98 | 1.33 | 1.00 |
| 10 | 25.93 | 10.38 | 5.20 | 3.47 | 2.60 | 1.74 | 1.31 |
| 11 | 46.22 | 18.49 | 9.25 | 6.16 | 4.62 | 3.08 | 2.31 |
| $S$ | 163.90 | 65.67 | 32.92 | 22.00 | 16.54 | 11.09 | 8.36 |
| $s$ | 11 | 11 | 11 | 11 | 11 | 11 | 11 |

Table 6: Effect of the traffic intensity $\left(a=15, b=1, q^{*}=5, N=50, \epsilon=0.001\right)$

## 4 Numerical experiments - effect of the service level objective

We now present two additional tables that confirm the observations made for the effect of the service level objective.

| $\mathbf{y}$ | $\boldsymbol{q}^{*}=\mathbf{0 . 1}$ | $\boldsymbol{q}^{*}=\mathbf{0 . 5}$ | $\boldsymbol{q}^{*}=\mathbf{1}$ | $\boldsymbol{q}^{*}=\mathbf{2}$ | $\boldsymbol{q}^{*}=\mathbf{5}$ | $\boldsymbol{q}^{*}=\mathbf{1 0}$ | $\boldsymbol{q}^{*}=\mathbf{1 5}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0.02 | 0.10 | 0.20 | 0.40 | 1.00 | 2.00 | 3.00 |
| 2 | 0.13 | 0.27 | 0.40 | 0.62 | 1.23 | 2.23 | 3.23 |
| 3 | 0.23 | 0.42 | 0.58 | 0.82 | 1.45 | 2.45 | 3.45 |
| 4 | 0.35 | 0.59 | 0.76 | 1.03 | 1.67 | 2.68 | 3.68 |
| 5 | 0.48 | 0.76 | 0.95 | 1.24 | 1.91 | 2.91 | 3.91 |
| 6 | 0.62 | 0.94 | 1.15 | 1.46 | 2.15 | 3.16 | 4.16 |
| 7 | 0.77 | 1.12 | 1.36 | 1.69 | 2.40 | 3.43 | 4.43 |
| 8 | 0.93 | 1.32 | 1.57 | 1.92 | 2.67 | 3.70 | 4.71 |
| 9 | 1.10 | 1.52 | 1.80 | 2.17 | 2.95 | 4.00 | 5.00 |
| 10 | 1.27 | 1.74 | 2.03 | 2.43 | 3.24 | 4.30 | 5.31 |
| 11 | 1.46 | 1.96 | 2.28 | 2.71 | 3.55 | 4.63 | 5.65 |
| 12 | 1.65 | 2.20 | 2.54 | 3.00 | 3.88 | 4.99 | 6.01 |
| 13 | 1.85 | 2.45 | 2.82 | 3.30 | 4.23 | 5.36 | 6.40 |
| 14 | 2.07 | 2.71 | 3.11 | 3.63 | 4.61 | 5.77 | 6.83 |
| 15 | 2.29 | 2.98 | 3.41 | 3.97 | 5.01 | 6.22 | 7.32 |
| 16 | 2.53 | 3.28 | 3.74 | 4.34 | 5.44 | 6.70 | 7.89 |
| 17 | 2.78 | 3.59 | 4.09 | 4.73 | 5.92 | 7.25 | 8.57 |
| 18 | 3.04 | 3.92 | 4.47 | 5.16 | 6.44 | 7.88 | 9.44 |
| 19 | 3.32 | 4.28 | 4.87 | 5.63 | 7.01 | 8.62 | 10.64 |
| 20 | 3.62 | 4.67 | 5.31 | 6.15 | 7.67 | 9.54 | 12.63 |
| 21 | 3.94 | 5.08 | 5.80 | 6.72 | 8.44 | 10.78 | 17.71 |
| 22 | 4.28 | 5.54 | 6.33 | 7.36 | 9.36 | 12.67 | - |
| 23 | 4.65 | 6.04 | 6.93 | 8.11 | 10.54 | 16.62 | - |
| 24 | 5.05 | 6.60 | 7.61 | 8.99 | 12.20 | - | - |
| 25 | 5.48 | 7.23 | 8.40 | 10.08 | 15.06 | - | - |
| 26 | 5.96 | 7.96 | 9.35 | 11.54 | 24.79 | - | - |
| 27 | 6.49 | 8.81 | 10.56 | 13.76 | - | - | - |
| 28 | 7.09 | 9.87 | 12.24 | 18.49 | - | - | - |
| 29 | 7.78 | 11.25 | 14.98 | - | - | - | - |
| 30 | 8.59 | 13.29 | 22.77 | - | - | - | - |
| 31 | 9.57 | 17.19 | - | - | - | - | - |
| 32 | 10.84 | - | - | - | - | - | - |
| 33 | 12.68 | - | - | - | - | - | - |
| 34 | 15.95 | - | - | - | - | - | - |
| $S$ | 138.86 | 438.80 | 507.97 | 393.73 | 466.43 | 287.28 | 265.24 |
| $s$ | 34 | 31 | 30 | 28 | 26 | 23 | 21 |

Table 7: Effect of the service level objective $\left(\lambda=5, \mu=0.2, \gamma=0, N=\max \left(50,10 q^{*}\right), \epsilon=0.001\right)$

| $\mathbf{y}$ | $\boldsymbol{q}^{*}=\mathbf{0 . 1}$ | $\boldsymbol{q}^{*}=\mathbf{0 . 5}$ | $\boldsymbol{q}^{*}=\mathbf{1}$ | $\boldsymbol{q}^{*}=\mathbf{2}$ | $\boldsymbol{q}^{*}=\mathbf{5}$ | $\boldsymbol{q}^{\mathbf{*}}=\mathbf{1 0}$ | $\boldsymbol{q}^{*}=\mathbf{1 5}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0.02 | 0.11 | 0.22 | 0.51 | - | - | - |
| 2 | 0.13 | 0.29 | 0.45 | 0.83 | - | - | - |
| 3 | 0.24 | 0.46 | 0.67 | 1.15 | - | - | - |
| 4 | 0.36 | 0.65 | 0.91 | 1.49 | - | - | - |
| 5 | 0.50 | 0.85 | 1.16 | 1.86 | - | - | - |
| 6 | 0.65 | 1.06 | 1.43 | 2.26 | - | - | - |
| 7 | 0.81 | 1.29 | 1.71 | 2.70 | - | - | - |
| 8 | 0.99 | 1.53 | 2.02 | 3.18 | - | - | - |
| 9 | 1.17 | 1.78 | 2.35 | 3.72 | - | - | - |
| 10 | 1.36 | 2.05 | 2.70 | 4.33 | - | - | - |
| 11 | 1.57 | 2.34 | 3.08 | 5.02 | - | - | - |
| 12 | 1.78 | 2.65 | 3.50 | 5.83 | - | - | - |
| 13 | 2.01 | 2.99 | 3.95 | 6.81 | - | - | - |
| 14 | 2.26 | 3.35 | 4.45 | 8.05 | - | - | - |
| 15 | 2.51 | 3.73 | 5.01 | 9.78 | - | - | - |
| 16 | 2.79 | 4.16 | 5.65 | 13.01 | - | - | - |
| 17 | 3.08 | 4.62 | 6.38 | - | - | - | - |
| 18 | 3.39 | 5.14 | 7.24 | - | - | - | - |
| 19 | 3.73 | 5.71 | 8.29 | - | - | - | - |
| 20 | 4.09 | 6.36 | 9.65 | - | - | - | - |
| 21 | 4.48 | 7.12 | 11.60 | - | - | - | - |
| 22 | 4.91 | 8.02 | 15.48 | - | - | - | - |
| 23 | 5.38 | 9.12 | - | - | - | - | - |
| 24 | 5.90 | 10.56 | - | - | - | - | - |
| 25 | 6.49 | 12.68 | - | - | - | - | - |
| 26 | 7.16 | 17.02 | - | - | - | - | - |
| 27 | 7.93 | - | - | - | - | - | - |
| 28 | 8.86 | - | - | - | - | - | - |
| 29 | 10.00 | - | - | - | - | - | - |
| 30 | 11.51 | - | - | - | - | - | - |
| 31 | 13.74 | - | - | - | - | - | - |
| 32 | 18.24 | - | - |  | - | - | - |
| $S$ | 138.04 | 369.01 | 269.23 | 166.38 | 0.00 | 0.00 | 0.00 |
| $s$ | 32 | 26 | 22 | 16 | 0 | 0 | 0 |
|  |  |  |  |  |  |  |  |

Table 8: Effect of the service level objective $\left(\lambda=5, \mu=0.2, \gamma=1, N=\max \left(50,10 q^{*}\right), \epsilon=0.001\right)$

## 5 Numerical experiments - Comparison between the two approximations

In this section, we present additional supporting experiments that illustrate the difference between the two approximations for the estimation of appointment times.

| $\mathbf{y}$ | $\boldsymbol{\lambda}=\mathbf{0 . 5}$ | $\boldsymbol{\lambda}=\mathbf{1}$ | $\boldsymbol{\lambda}=\mathbf{1 . 5}$ | $\boldsymbol{\lambda}=\mathbf{2}$ | $\boldsymbol{\lambda}=\mathbf{2 . 5}$ | $\boldsymbol{\lambda}=\mathbf{3}$ | $\boldsymbol{\lambda}=\mathbf{3 . 5}$ | $\boldsymbol{\lambda}=\mathbf{4}$ | $\boldsymbol{\lambda}=\mathbf{4 . 5}$ | $\boldsymbol{\lambda}=\mathbf{5}$ |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 1 | - | - | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ |
| 2 | - | - | $0.16 \%$ | $0.40 \%$ | $0.62 \%$ | $1.01 \%$ | $0.99 \%$ | $1.49 \%$ | $1.24 \%$ | $2.03 \%$ |
| 3 | - | - | $-0.52 \%$ | $0.17 \%$ | $0.37 \%$ | $0.54 \%$ | $0.62 \%$ | $0.75 \%$ | $0.89 \%$ | $1.06 \%$ |
| 4 | - | - | - | $-0.34 \%$ | $0.03 \%$ | $0.24 \%$ | $0.51 \%$ | $0.62 \%$ | $0.60 \%$ | $1.12 \%$ |
| 5 | - | - | - | $-1.15 \%$ | $-0.39 \%$ | $-0.03 \%$ | $0.26 \%$ | $0.36 \%$ | $0.62 \%$ | $0.83 \%$ |
| 6 | - | - | - | - | $-0.83 \%$ | $-0.42 \%$ | $-0.15 \%$ | $0.12 \%$ | $0.04 \%$ | $0.23 \%$ |
| 7 | - | - | - | - | $-1.71 \%$ | $-0.89 \%$ | $-0.44 \%$ | $-0.31 \%$ | $-0.17 \%$ | $0.03 \%$ |
| 8 | - | - | - | - | $-4.56 \%$ | $-1.46 \%$ | $-0.99 \%$ | $-0.69 \%$ | $-0.54 \%$ | $-0.29 \%$ |
| 9 | - | - | - | - | - | $-2.33 \%$ | $-1.33 \%$ | $-0.94 \%$ | $-0.72 \%$ | $-0.54 \%$ |
| 10 | - | - | - | - | - | $-4.21 \%$ | $-1.95 \%$ | $-1.33 \%$ | $-0.97 \%$ | $-0.85 \%$ |
| 11 | - | - | - | - | - | - | $-2.77 \%$ | $-1.75 \%$ | $-1.33 \%$ | $-1.12 \%$ |
| 12 | - | - | - | - | - | - | $-4.34 \%$ | $-2.45 \%$ | $-1.75 \%$ | $-1.34 \%$ |
| 13 | - | - | - | - | - | - | $-9.38 \%$ | $-3.22 \%$ | $-2.18 \%$ | $-1.71 \%$ |
| 14 | - | - | - | - | - | - | - | $-4.54 \%$ | $-2.82 \%$ | $-2.12 \%$ |
| 15 | - | - | - | - | - | - | - | $-7.47 \%$ | $-3.59 \%$ | $-2.60 \%$ |
| 16 | - | - | - | - | - | - | - | - | $-4.70 \%$ | $-3.20 \%$ |
| 17 | - | - | - | - | - | - | - | - | $-6.87 \%$ | $-3.85 \%$ |
| 18 | - | - | - | - | - | - | - | - | $-13.52 \%$ | $-4.92 \%$ |
| 19 | - | - | - | - | - | - | - | - | - | $-6.56 \%$ |
| 20 | - | - | - | - | - | - | - | - | - | $-10.22 \%$ |
| 21 | - | - | - | - | - | - | - | - | - | - |

Table 9: Relative difference between the two approximations $\left(\mu=0.2, \gamma=0.2, q^{*}=5, N=50, \epsilon=0.001\right)$

| $\mathbf{y}$ | $\boldsymbol{\lambda}=\mathbf{0 . 5}$ | $\boldsymbol{\lambda}=\mathbf{1}$ | $\boldsymbol{\lambda}=\mathbf{1 . 5}$ | $\boldsymbol{\lambda}=\mathbf{2}$ | $\boldsymbol{\lambda}=\mathbf{2 . 5}$ | $\boldsymbol{\lambda}=\mathbf{3}$ | $\boldsymbol{\lambda}=\mathbf{3 . 5}$ | $\boldsymbol{\lambda}=\mathbf{4}$ | $\boldsymbol{\lambda}=\mathbf{4 . 5}$ | $\boldsymbol{\lambda}=\mathbf{5}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ |
| 2 | $-0.25 \%$ | $0.16 \%$ | $0.43 \%$ | $0.80 \%$ | $1.04 \%$ | $1.29 \%$ | $1.64 \%$ | $1.77 \%$ | $1.96 \%$ | $1.79 \%$ |
| 3 | $-7.77 \%$ | $-0.46 \%$ | $0.17 \%$ | $0.26 \%$ | $0.65 \%$ | $0.90 \%$ | $0.77 \%$ | $1.06 \%$ | $1.41 \%$ | $1.70 \%$ |
| 4 | - | $-2.27 \%$ | $-0.70 \%$ | $-0.11 \%$ | $0.08 \%$ | $0.53 \%$ | $0.46 \%$ | $0.72 \%$ | $0.87 \%$ | $1.03 \%$ |
| 5 | - | $-8.67 \%$ | $-1.87 \%$ | $-0.92 \%$ | $-0.39 \%$ | $0.01 \%$ | $0.02 \%$ | $0.52 \%$ | $0.74 \%$ | $1.00 \%$ |
| 6 | - | - | $-4.20 \%$ | $-1.90 \%$ | $-1.11 \%$ | $-0.52 \%$ | $-0.30 \%$ | $-0.03 \%$ | $0.00 \%$ | $0.42 \%$ |
| 7 | - | - | $-9.43 \%$ | $-3.32 \%$ | $-1.86 \%$ | $-1.27 \%$ | $-0.95 \%$ | $-0.58 \%$ | $-0.11 \%$ | $-0.18 \%$ |
| 8 | - | - | $-29.21 \%$ | $-5.74 \%$ | $-3.15 \%$ | $-2.02 \%$ | $-1.48 \%$ | $-0.94 \%$ | $-0.85 \%$ | $-0.45 \%$ |
| 9 | - | - | - | $-10.00 \%$ | $-4.57 \%$ | $-3.07 \%$ | $-2.10 \%$ | $-1.52 \%$ | $-1.20 \%$ | $-0.88 \%$ |
| 10 | - | - | - | $-20.28 \%$ | $-6.85 \%$ | $-4.12 \%$ | $-2.98 \%$ | $-2.16 \%$ | $-1.89 \%$ | $-1.48 \%$ |
| 11 | - | - | - | - | $-10.45 \%$ | $-5.70 \%$ | $-3.95 \%$ | $-2.97 \%$ | $-2.43 \%$ | $-1.99 \%$ |
| 12 | - | - | - | - | $-17.30 \%$ | $-7.74 \%$ | $-4.99 \%$ | $-3.88 \%$ | $-2.96 \%$ | $-2.49 \%$ |
| 13 | - | - | - | - | $-38.38 \%$ | $-10.79 \%$ | $-6.50 \%$ | $-4.72 \%$ | $-3.60 \%$ | $-3.06 \%$ |
| 14 | - | - | - | - | - | $-15.82 \%$ | $-8.33 \%$ | $-5.77 \%$ | $-4.45 \%$ | $-3.56 \%$ |
| 15 | - | - | - | - | - | $-26.92 \%$ | $-11.01 \%$ | $-7.16 \%$ | $-5.45 \%$ | $-4.30 \%$ |
| 16 | - | - | - | - | - | - | $-14.98 \%$ | $-8.89 \%$ | $-6.48 \%$ | $-5.14 \%$ |
| 17 | - | - | - | - | - | - | $-22.14 \%$ | $-11.12 \%$ | $-7.66 \%$ | $-5.89 \%$ |
| 18 | - | - | - | - | - | - | $-42.55 \%$ | $-14.35 \%$ | $-9.18 \%$ | $-6.88 \%$ |
| 19 | - | - | - | - | - | - | - | $-19.36 \%$ | $-11.14 \%$ | $-8.12 \%$ |
| 20 | - | - | - | - | - | - | - | $-29.85 \%$ | $-13.58 \%$ | $-9.37 \%$ |
| 21 | - | - | - | - | - | - | - | - | $-17.17 \%$ | $-10.81 \%$ |
| 22 | - | - | - | - | - | - | - | - | $-23.28 \%$ | $-12.63 \%$ |
| 23 | - | - | - | - | - | - | - | - | $-41.03 \%$ | $-14.86 \%$ |
| 24 | - | - | - | - | - | - | - | - | - | $-18.01 \%$ |
| 25 | - | - | - | - | - | - | - | - | - | $-24.24 \%$ |
| 26 | - | - | - | - | - | - | - | - | - | - |

Table 10: Relative difference between the two approximations ( $\mu=0.2, \gamma=0, q^{*}=5, N=50, \epsilon=0.001$ )

| $\mathbf{y}$ | $\gamma=\mathbf{0}$ | $\gamma=\mathbf{0 . 1}$ | $\gamma=\mathbf{0 . 2 5}$ | $\gamma=\mathbf{0 . 5}$ | $\gamma=\mathbf{0 . 7 5}$ | $\gamma=\mathbf{0 . 9}$ | $\gamma=\mathbf{1}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | - | - | - | - |
| 2 | $0.80 \%$ | $0.61 \%$ | $0.33 \%$ | - | - | - | - |
| 3 | $0.26 \%$ | $0.27 \%$ | $0.03 \%$ | - | - | - | - |
| 4 | $-0.11 \%$ | $-0.21 \%$ | $-0.45 \%$ | - | - | - | - |
| 5 | $-0.92 \%$ | $-0.83 \%$ | - | - | - | - | - |
| 6 | $-1.90 \%$ | $-1.96 \%$ | - | - | - | - | - |
| 7 | $-3.32 \%$ | $-4.03 \%$ | - | - | - | - | - |
| 8 | $-5.74 \%$ | $-11.45 \%$ | - | - | - | - | - |
| 9 | $-10.00 \%$ | - | - | - | - | - | - |
| 10 | $-20.28 \%$ | - | - | - | - | - | - |

Table 11: Relative difference between the two approximations ( $\mu=0.2, \lambda=2, q^{*}=5, N=50, \epsilon=0.001$ )

| $\mathbf{y}$ | $\gamma=\mathbf{0}$ | $\gamma=\mathbf{0 . 1}$ | $\gamma=\mathbf{0 . 2 5}$ | $\gamma=\mathbf{0 . 5}$ | $\gamma=\mathbf{0 . 7 5}$ | $\gamma=\mathbf{0 . 9}$ | $\gamma=\mathbf{1}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ |
| 2 | $3.56 \%$ | $3.65 \%$ | $2.48 \%$ | $2.18 \%$ | $1.88 \%$ | $1.98 \%$ | $1.85 \%$ |
| 3 | $2.85 \%$ | $2.03 \%$ | $2.65 \%$ | $2.08 \%$ | $1.74 \%$ | $1.38 \%$ | $1.14 \%$ |
| 4 | $1.97 \%$ | $2.33 \%$ | $1.46 \%$ | $1.44 \%$ | $1.52 \%$ | $1.13 \%$ | $1.02 \%$ |
| 5 | $1.83 \%$ | $1.37 \%$ | $1.69 \%$ | $1.11 \%$ | $1.17 \%$ | $0.97 \%$ | $0.66 \%$ |
| 6 | $1.41 \%$ | $1.02 \%$ | $1.48 \%$ | $0.93 \%$ | $0.69 \%$ | $0.77 \%$ | $0.73 \%$ |
| 7 | $0.78 \%$ | $1.08 \%$ | $0.94 \%$ | $0.82 \%$ | $0.89 \%$ | $0.78 \%$ | $0.57 \%$ |
| 8 | $0.61 \%$ | $0.82 \%$ | $0.70 \%$ | $0.73 \%$ | $0.74 \%$ | $0.48 \%$ | $0.34 \%$ |
| 9 | $0.20 \%$ | $0.31 \%$ | $0.16 \%$ | $0.61 \%$ | $0.58 \%$ | $0.40 \%$ | $0.32 \%$ |
| 10 | $-0.41 \%$ | $0.09 \%$ | $0.28 \%$ | $0.42 \%$ | $0.34 \%$ | $0.30 \%$ | $0.36 \%$ |
| 11 | $-0.69 \%$ | $-0.37 \%$ | $0.04 \%$ | $0.14 \%$ | $0.47 \%$ | $0.22 \%$ | $0.26 \%$ |
| 12 | $-0.75 \%$ | $-0.63 \%$ | $-0.49 \%$ | $0.06 \%$ | $0.29 \%$ | $0.30 \%$ | $0.21 \%$ |
| 13 | $-1.04 \%$ | $-0.75 \%$ | $-0.57 \%$ | $0.08 \%$ | $0.18 \%$ | $0.20 \%$ | $0.17 \%$ |
| 14 | $-1.55 \%$ | $-1.13 \%$ | $-0.66 \%$ | $-0.14 \%$ | $0.17 \%$ | $0.17 \%$ | $0.23 \%$ |
| 15 | $-1.88 \%$ | $-1.40 \%$ | $-0.77 \%$ | $-0.12 \%$ | $0.05 \%$ | $0.17 \%$ | $0.17 \%$ |
| 16 | $-2.09 \%$ | $-1.61 \%$ | $-1.22 \%$ | $-0.21 \%$ | $0.10 \%$ | $0.10 \%$ | - |
| 17 | $-2.52 \%$ | $-2.08 \%$ | $-1.19 \%$ | $-0.47 \%$ | $-0.03 \%$ | $0.08 \%$ | - |
| 18 | $-2.87 \%$ | $-2.24 \%$ | $-1.54 \%$ | $-0.57 \%$ | $-0.07 \%$ | $-0.16 \%$ | - |
| 19 | $-3.16 \%$ | $-2.68 \%$ | $-1.56 \%$ | $-0.64 \%$ | $-0.10 \%$ | - | - |
| 20 | $-3.69 \%$ | $-2.91 \%$ | $-1.77 \%$ | $-0.68 \%$ | $-0.16 \%$ | - | - |
| 21 | $-3.95 \%$ | $-3.21 \%$ | $-2.00 \%$ | $-0.85 \%$ | $-0.37 \%$ | - | - |
| 22 | $-4.24 \%$ | $-3.39 \%$ | $-2.30 \%$ | $-0.92 \%$ | $-1.66 \%$ | - | - |
| 23 | $-4.58 \%$ | $-3.53 \%$ | $-2.39 \%$ | $-1.07 \%$ | - | - | - |
| 24 | $-4.59 \%$ | $-3.66 \%$ | $-2.54 \%$ | $-1.11 \%$ | - | - | - |
| 25 | $-4.75 \%$ | $-3.83 \%$ | $-2.54 \%$ | $-1.17 \%$ | - | - | - |
| 26 | $-4.52 \%$ | $-3.63 \%$ | $-2.41 \%$ | $-1.00 \%$ | - | - | - |
| 27 | $-3.87 \%$ | $-3.18 \%$ | $-2.08 \%$ | $0.31 \%$ | - | - | - |
| 28 | $-2.77 \%$ | $-2.20 \%$ | $-0.99 \%$ | $19.86 \%$ | - | - | - |
| 29 | $-0.93 \%$ | $-0.25 \%$ | $1.24 \%$ | - | - | - | - |
| 30 | $2.65 \%$ | $3.42 \%$ | $6.87 \%$ | - | - | - | - |
| 31 | $9.19 \%$ | $11.26 \%$ | $31.51 \%$ | - | - | - | - |
| 32 | $24.53 \%$ | $39.23 \%$ | - | - | - | - | - |

Table 12: Relative difference between the two approximations ( $\mu=0.2, \lambda=8, q^{*}=5, N=50, \epsilon=0.001$ )

| $\mathbf{y}$ | $\boldsymbol{\mu}=\mathbf{0 . 1}$ | $\boldsymbol{\mu}=\mathbf{0 . 2 5}$ | $\boldsymbol{\mu}=\mathbf{0 . 5}$ | $\boldsymbol{\mu}=\mathbf{0 . 7 5}$ | $\boldsymbol{\mu}=\mathbf{1}$ | $\boldsymbol{\mu}=\mathbf{1 . 5}$ | $\boldsymbol{\mu}=\mathbf{2}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ |
| 2 | $0.55 \%$ | $1.29 \%$ | $2.53 \%$ | $3.76 \%$ | $6.24 \%$ | $7.47 \%$ | $13.65 \%$ |
| 3 | $0.27 \%$ | $1.21 \%$ | $2.76 \%$ | $4.32 \%$ | $5.88 \%$ | $8.99 \%$ | $7.95 \%$ |
| 4 | $0.00 \%$ | $0.44 \%$ | $1.77 \%$ | $2.21 \%$ | $4.42 \%$ | $6.19 \%$ | $9.73 \%$ |
| 5 | $-0.45 \%$ | $0.24 \%$ | $1.38 \%$ | $1.76 \%$ | $2.15 \%$ | $5.19 \%$ | $6.72 \%$ |
| 6 | $-0.92 \%$ | $-0.45 \%$ | $0.54 \%$ | $1.20 \%$ | $1.86 \%$ | $3.18 \%$ | $5.83 \%$ |
| 7 | $-1.50 \%$ | $-1.10 \%$ | $-0.24 \%$ | $0.34 \%$ | $1.49 \%$ | $2.07 \%$ | $3.80 \%$ |
| 8 | $-2.32 \%$ | $-1.97 \%$ | $-1.21 \%$ | $-0.96 \%$ | $-0.21 \%$ | $1.31 \%$ | $2.82 \%$ |
| 9 | $-3.16 \%$ | $-2.85 \%$ | $-2.19 \%$ | $-1.53 \%$ | $-1.31 \%$ | $0.45 \%$ | $0.45 \%$ |
| 10 | $-4.35 \%$ | $-3.96 \%$ | $-3.58 \%$ | $-3.19 \%$ | $-2.42 \%$ | $-2.04 \%$ | $-0.12 \%$ |
| 11 | $-5.83 \%$ | $-5.60 \%$ | $-5.10 \%$ | $-4.60 \%$ | $-4.10 \%$ | $-3.10 \%$ | $-2.77 \%$ |
| 12 | $-7.85 \%$ | $-7.65 \%$ | $-7.23 \%$ | $-7.08 \%$ | $-6.94 \%$ | $-5.80 \%$ | $-5.23 \%$ |
| 13 | $-10.88 \%$ | $-10.67 \%$ | $-10.55 \%$ | $-10.07 \%$ | $-9.83 \%$ | $-9.35 \%$ | $-8.87 \%$ |
| 14 | $-15.93 \%$ | $-15.76 \%$ | $-15.66 \%$ | $-15.28 \%$ | $-14.89 \%$ | $-14.70 \%$ | $-14.12 \%$ |
| 15 | $-27.00 \%$ | $-26.92 \%$ | $-26.78 \%$ | $-26.57 \%$ | $-26.36 \%$ | $-25.94 \%$ | $-25.80 \%$ |

Table 13: Relative difference between the two approximations $\left(a=15, b=0, q^{*}=5, N=50, \epsilon=0.001\right)$

| $\mathbf{y}$ | $\boldsymbol{\mu}=\mathbf{0 . 1}$ | $\boldsymbol{\mu}=\mathbf{0 . 2 5}$ | $\boldsymbol{\mu}=\mathbf{0 . 5}$ | $\boldsymbol{\mu}=\mathbf{0 . 7 5}$ | $\boldsymbol{\mu}=\mathbf{1}$ | $\boldsymbol{\mu}=\mathbf{1 . 5}$ | $\boldsymbol{\mu}=\mathbf{2}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ |
| 2 | $0.43 \%$ | $0.82 \%$ | $1.80 \%$ | $2.77 \%$ | $3.75 \%$ | $5.71 \%$ | $9.63 \%$ |
| 3 | $0.22 \%$ | $0.62 \%$ | $1.81 \%$ | $2.61 \%$ | $3.40 \%$ | $4.99 \%$ | $8.18 \%$ |
| 4 | $-0.02 \%$ | $0.38 \%$ | $1.03 \%$ | $1.36 \%$ | $2.34 \%$ | $4.31 \%$ | $4.97 \%$ |
| 5 | $-0.36 \%$ | $0.13 \%$ | $0.40 \%$ | $1.50 \%$ | $1.50 \%$ | $3.13 \%$ | $4.77 \%$ |
| 6 | $-0.60 \%$ | $-0.33 \%$ | $0.13 \%$ | $0.35 \%$ | $1.04 \%$ | $2.40 \%$ | $1.95 \%$ |
| 7 | $-1.04 \%$ | $-0.70 \%$ | $-0.51 \%$ | $-0.13 \%$ | $0.62 \%$ | $1.00 \%$ | $1.38 \%$ |
| 8 | $-1.52 \%$ | $-1.36 \%$ | $-1.21 \%$ | $-0.74 \%$ | $-0.59 \%$ | $-0.28 \%$ | $0.66 \%$ |
| 9 | $-2.38 \%$ | $-2.23 \%$ | $-1.98 \%$ | $-1.73 \%$ | $-1.73 \%$ | $-0.99 \%$ | $-0.74 \%$ |
| 10 | $-4.25 \%$ | $-4.17 \%$ | $-3.99 \%$ | $-3.90 \%$ | $-3.99 \%$ | $-3.62 \%$ | $-3.25 \%$ |

Table 14: Relative difference between the two approximations $\left(a=15, b=1, q^{*}=5, N=50, \epsilon=0.001\right)$

| $\mathbf{y}$ | $\boldsymbol{q}^{*}=\mathbf{0 . 1}$ | $\boldsymbol{q}^{*}=\mathbf{0 . 5}$ | $\boldsymbol{q}^{*}=\mathbf{1}$ | $\boldsymbol{q}^{*}=\mathbf{2}$ | $\boldsymbol{q}^{*}=\mathbf{5}$ | $\boldsymbol{q}^{*}=\mathbf{1 0}$ | $\boldsymbol{q}^{*}=\mathbf{1 5}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ |
| 2 | $-43.07 \%$ | $-12.43 \%$ | $-2.04 \%$ | $1.92 \%$ | $1.79 \%$ | $0.98 \%$ | $0.68 \%$ |
| 3 | $-48.40 \%$ | $-20.11 \%$ | $-7.31 \%$ | $-0.69 \%$ | $1.70 \%$ | $1.00 \%$ | $0.71 \%$ |
| 4 | $-47.99 \%$ | $-21.65 \%$ | $-10.90 \%$ | $-2.18 \%$ | $1.03 \%$ | $1.02 \%$ | $0.74 \%$ |
| 5 | $-47.32 \%$ | $-23.32 \%$ | $-12.93 \%$ | $-3.96 \%$ | $1.00 \%$ | $0.65 \%$ | $0.49 \%$ |
| 6 | $-46.60 \%$ | $-24.26 \%$ | $-14.25 \%$ | $-5.26 \%$ | $0.42 \%$ | $0.60 \%$ | $0.46 \%$ |
| 7 | $-45.94 \%$ | $-25.54 \%$ | $-15.23 \%$ | $-6.33 \%$ | $-0.18 \%$ | $0.76 \%$ | $0.58 \%$ |
| 8 | $-45.36 \%$ | $-25.93 \%$ | $-16.58 \%$ | $-7.78 \%$ | $-0.45 \%$ | $0.49 \%$ | $0.60 \%$ |
| 9 | $-44.89 \%$ | $-26.79 \%$ | $-17.28 \%$ | $-8.68 \%$ | $-0.88 \%$ | $0.60 \%$ | $0.48 \%$ |
| 10 | $-44.99 \%$ | $-27.16 \%$ | $-18.43 \%$ | $-9.62 \%$ | $-1.48 \%$ | $0.26 \%$ | $0.40 \%$ |
| 11 | $-44.74 \%$ | $-27.99 \%$ | $-19.21 \%$ | $-10.32 \%$ | $-1.99 \%$ | $0.17 \%$ | $0.50 \%$ |
| 12 | $-44.98 \%$ | $-28.55 \%$ | $-20.10 \%$ | $-11.22 \%$ | $-2.49 \%$ | $0.22 \%$ | $0.52 \%$ |
| 13 | $-45.33 \%$ | $-29.27 \%$ | $-20.87 \%$ | $-12.32 \%$ | $-3.06 \%$ | $-0.07 \%$ | $0.57 \%$ |
| 14 | $-45.53 \%$ | $-30.16 \%$ | $-21.87 \%$ | $-13.17 \%$ | $-3.56 \%$ | $-0.18 \%$ | $0.73 \%$ |
| 15 | $-46.18 \%$ | $-31.26 \%$ | $-23.11 \%$ | $-14.35 \%$ | $-4.30 \%$ | $-0.24 \%$ | $1.18 \%$ |
| 16 | $-46.79 \%$ | $-32.16 \%$ | $-24.21 \%$ | $-15.48 \%$ | $-5.14 \%$ | $-0.52 \%$ | $2.00 \%$ |
| 17 | $-47.65 \%$ | $-33.40 \%$ | $-25.51 \%$ | $-16.88 \%$ | $-5.89 \%$ | $-0.56 \%$ | $3.37 \%$ |
| 18 | $-48.78 \%$ | $-34.84 \%$ | $-26.91 \%$ | $-18.30 \%$ | $-6.88 \%$ | $-0.45 \%$ | $5.88 \%$ |
| 19 | $-50.07 \%$ | $-36.40 \%$ | $-28.69 \%$ | $-19.91 \%$ | $-8.12 \%$ | $-0.11 \%$ | $10.49 \%$ |
| 20 | $-51.62 \%$ | $-38.25 \%$ | $-30.71 \%$ | $-21.79 \%$ | $-9.37 \%$ | $0.81 \%$ | $20.71 \%$ |
| 21 | $-53.55 \%$ | $-40.68 \%$ | $-33.05 \%$ | $-24.18 \%$ | $-10.81 \%$ | $3.03 \%$ | - |
| 22 | $-56.03 \%$ | $-43.54 \%$ | $-36.15 \%$ | $-27.22 \%$ | $-12.63 \%$ | $8.17 \%$ | - |
| 23 | $-59.21 \%$ | $-47.39 \%$ | $-40.15 \%$ | $-31.15 \%$ | $-14.86 \%$ | $24.22 \%$ | - |
| 24 | $-63.67 \%$ | $-52.79 \%$ | $-45.95 \%$ | $-37.04 \%$ | $-18.01 \%$ | - | - |
| 25 | $-71.00 \%$ | $-61.91 \%$ | $-55.97 \%$ | $-47.72 \%$ | $-24.24 \%$ | - | - |

Table 15: Relative difference between the two approximations $\left(\lambda=5, \mu=0.2, \gamma=0, N=\max \left(50,10 q^{*}\right)\right.$, $\epsilon=0.001$ )

| $\mathbf{y}$ | $\boldsymbol{q}^{*}=\mathbf{0 . 1}$ | $\boldsymbol{q}^{*}=\mathbf{0 . 5}$ | $\boldsymbol{q}^{*}=\mathbf{1}$ | $\boldsymbol{q}^{*}=\mathbf{2}$ | $\boldsymbol{q}^{*}=\mathbf{5}$ | $\boldsymbol{q}^{*}=\mathbf{1 0}$ | $\boldsymbol{q}^{*}=\mathbf{1 5}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | - | - | - |
| 2 | $-39.00 \%$ | $-7.78 \%$ | $-1.48 \%$ | $1.69 \%$ | - | - | - |
| 3 | $-42.00 \%$ | $-13.65 \%$ | $-4.54 \%$ | $0.73 \%$ | - | - | - |
| 4 | $-42.20 \%$ | $-14.58 \%$ | $-5.18 \%$ | $0.00 \%$ | - | - | - |
| 5 | $-40.56 \%$ | $-15.02 \%$ | $-5.82 \%$ | $-0.25 \%$ | - | - | - |
| 6 | $-39.22 \%$ | $-15.30 \%$ | $-5.88 \%$ | $-0.44 \%$ | - | - | - |
| 7 | $-38.10 \%$ | $-14.92 \%$ | $-6.29 \%$ | $-0.44 \%$ | - | - | - |
| 8 | $-36.54 \%$ | $-14.80 \%$ | $-6.05 \%$ | $-0.55 \%$ | - | - | - |
| 9 | $-35.88 \%$ | $-14.92 \%$ | $-5.94 \%$ | $-0.44 \%$ | - | - | - |
| 10 | $-35.37 \%$ | $-14.84 \%$ | $-6.03 \%$ | $-0.29 \%$ | - | - | - |
| 11 | $-34.60 \%$ | $-14.71 \%$ | $-6.06 \%$ | $-0.31 \%$ | - | - | - |
| 12 | $-34.45 \%$ | $-14.64 \%$ | $-5.92 \%$ | $-0.28 \%$ | - | - | - |
| 13 | $-34.14 \%$ | $-14.43 \%$ | $-6.09 \%$ | $-0.26 \%$ | - | - | - |
| 14 | $-33.78 \%$ | $-14.47 \%$ | $-6.22 \%$ | $-0.37 \%$ | - | - | - |
| 15 | $-33.99 \%$ | $-14.83 \%$ | $-6.37 \%$ | $-0.93 \%$ | - | - | - |
| 16 | $-33.97 \%$ | $-14.94 \%$ | $-6.52 \%$ | - | - | - | - |
| 17 | $-34.30 \%$ | $-15.40 \%$ | $-6.93 \%$ | - | - | - | - |
| 18 | $-34.79 \%$ | $-15.84 \%$ | $-7.61 \%$ | - | - | - | - |
| 19 | $-35.35 \%$ | $-16.70 \%$ | $-8.79 \%$ | - | - | - | - |
| 20 | $-36.25 \%$ | $-17.85 \%$ | $-11.31 \%$ | - | - | - | - |
| 21 | $-37.46 \%$ | $-19.46 \%$ | - | - | - | - | - |
| 22 | $-39.01 \%$ | $-22.19 \%$ | - | - | - | - | - |
| 23 | $-41.20 \%$ | $-28.22 \%$ | - | - | - | - | - |
| 24 | $-44.42 \%$ | - | - | - | - | - | - |
| 25 | $-50.13 \%$ | - | - | - | - | - | - |

Table 16: Relative difference between the two approximations $\left(\lambda=5, \mu=0.2, \gamma=1, N=\max \left(50,10 q^{*}\right)\right.$, $\epsilon=0.001$ )

