Each agent works an 8-hour shift. We wish to determine to minimum number of agents required

and the associated cost of staffing.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Time Periods Covered by Agent Shift | | | |  | Min Number | |
|  | Time Period | | 1 | 2 | 3 | 4 | 5 |  | Required |  |
|  | 6 - 8AM |  | ∆ |  | | | | | 48 |  |
|  | 8 - 10AM |  | ∆ | ∆ |  | | | | 79 |  |
|  | 10 - noon |  | ∆ | ∆ |  | | | | 65 |  |
|  | noon - 2PM | | ∆ | ∆ | ∆ |  | | | 87 |  |
|  | 2 - 4PM |  | | ∆ | ∆ |  | | | 64 |  |
|  | 4 - 6PM |  | | | ∆ | ∆ |  | | 73 |  |
|  | 6 - 8PM |  | | | ∆ | ∆ |  | | 82 |  |
|  | 8 - 10 PM |  | | | | ∆ |  | | 43 |  |
|  | 10 - MN |  | | | | ∆ | ∆ |  | 52 |  |
|  | MN - 6AM |  | | | | | ∆ |  | 15 |  |
|  | | | | | | | | | | |
|  | Cost/Agent | | $170 | $160 | $175 | $180 | $195 |  | | |
|  |  |  |  |  |  |  |  |  |  |  |