Avishai Mandelbaum

List of Publications by Year
in descending order

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Version: 2024-02-01

57 papers	4,920 citations	172207 29 h-index	189595 50 g-index
60 all docs	60 docs citations	60 times ranked	1957 citing authors

#	Article	IF	Citations
1	Telephone Call Centers: Tutorial, Review, and Research Prospects. Manufacturing and Service Operations Management, 2003, 5, 79-141.	2.3	1,007
2	Statistical Analysis of a Telephone Call Center. Journal of the American Statistical Association, 2005, 100, 36-50.	1.8	589
3	Scheduling Flexible Servers with Convex Delay Costs: Heavy-Traffic Optimality of the Generalized cÎ¼-Rule. Operations Research, 2004, 52, 836-855.	1.2	267
4	Queueing Models of Call Centers: An Introduction. Annals of Operations Research, 2002, 113, 41-59.	2.6	229
5	Call Centers with Impatient Customers: Many-Server Asymptotics of the M/M/n + G Queue. Queueing Systems, 2005, 51, 361-402.	0.6	211
6	On Patient Flow in Hospitals: A Data-Based Queueing-Science Perspective. Stochastic Systems, 2015, 5, 146-194.	0.8	181
7	Server Staffing to Meet Time-Varying Demand. Management Science, 1996, 42, 1383-1394.	2.4	179
8	Staffing of Time-Varying Queues to Achieve Time-Stable Performance. Management Science, 2008, 54, 324-338.	2.4	153
9	On Pooling in Queueing Networks. Management Science, 1998, 44, 971-981.	2.4	130
10	Adaptive Behavior of Impatient Customers in Tele-Queues: Theory and Empirical Support. Management Science, 2002, 48, 566-583.	2.4	129
11	Erlang-R: A Time-Varying Queue with Reentrant Customers, in Support of Healthcare Staffing. Manufacturing and Service Operations Management, 2014, 16, 283-299.	2.3	115
12	Staffing Many-Server Queues with Impatient Customers: Constraint Satisfaction in Call Centers. Operations Research, 2009, 57, 1189-1205.	1.2	104
13	Service-Level Differentiation in Call Centers with Fully Flexible Servers. Management Science, 2008, 54, 279-294.	2.4	93
14	Queue mining for delay prediction in multi-class service processes. Information Systems, 2015, 53, 278-295.	2.4	91
15	Queues with Many Servers and Impatient Customers. Mathematics of Operations Research, 2012, 37, 41-65.	0.8	89
16	Control of Patient Flow in Emergency Departments, or Multiclass Queues with Deadlines and Feedback. Operations Research, 2015, 63, 892-908.	1.2	89
17	On Fair Routing from Emergency Departments to Hospital Wards: QED Queues with Heterogeneous Servers. Management Science, 2012, 58, 1273-1291.	2.4	82
18	A model for rational abandonments from invisible queues. Queueing Systems, 2000, 36, 141-173.	0.6	81

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19	Traveling time prediction in scheduled transportation with journey segments. Information Systems, 2017, 64, 266-280.	2.4	81
20	Service Engineering in Action: The Palm/Erlang-A Queue, with Applications to Call Centers. , 2007, , 17-45.		73
21	Simulation-based models of emergency departments:. ACM Transactions on Modeling and Computer Simulation, 2011, 21, 1-25.	0.6	71
22	Workload forecasting for a call center: Methodology and a case study. Annals of Applied Statistics, 2009, 3, .	0.5	65
23	Queue Mining â€“ Predicting Delays in Service Processes. Lecture Notes in Computer Science, 2014, , 42-57.	1.0	64
24	Heavy Traffic Limits for Queues with Many Deterministic Servers. Queueing Systems, 2004, 47, 53-69.	0.6	52
25	Data-stories about (im)patient customers in tele-queues. Queueing Systems, 2013, 75, 115-146.	0.6	47
26	Rational Abandonment from Tele-Queues: Nonlinear Waiting Costs with Heterogeneous Preferences. Queueing Systems, 2004, 47, 117-146.	0.6	46
27	Service times in call centers: Agent heterogeneity and learning with some operational consequences. Institute of Mathematical Statistics Collections, 2010, , 99-123.	0.3	36
28	Conformance checking and performance improvement in scheduled processes: A queueing-network perspective. Information Systems, 2016, 62, 185-206.	2.4	36
29	Queues with Many Servers: The Virtual Waiting-Time Process in the QED Regime. Mathematics of Operations Research, 2008, 33, 561-586.	0.8	34
30	Designing a call center with an IVR (InteractiveÂVoiceÂResponse). Queueing Systems, 2010, 66, 215-237.	0.6	32
31	Designing patient flow in emergency departments. IIE Transactions on Healthcare Systems Engineering, 2012, 2, 233-247.	0.8	29
32	Routing and Staffing in Large-Scale Service Systems: The Case of Homogeneous Impatient Customers and Heterogeneous Servers. Operations Research, 2011, 59, 50-65.	1.2	28
33	Data-Driven Appointment-Scheduling Under Uncertainty: The Case of an Infusion Unit in a Cancer Center. Management Science, 2020, 66, 243-270.	2.4	28
34	Minimizing mortality in a mass casualty event: fluid networks in support of modeling and staffing. IIE Transactions, 2014, 46, 728-741.	2.1	25
35	Excursion-Based Universal Approximations for the Erlang-A Queue in Steady-State. Mathematics of Operations Research, 2014, 39, 325-373.	0.8	23
36	Refined Models for Efficiency-Driven Queues with Applications to Delay Announcements and Staffing. Operations Research, 2017, 65, 1380-1397.	1.2	20

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37	Bed Blocking in Hospitals Due to Scarce Capacity in Geriatric Institutionsâ€"Cost Minimization via Fluid Models. Manufacturing and Service Operations Management, 2020, 22, 396-411.	2.3	20
38	Toward simulation-based real-time decision-support systems for emergency departments. , 2009, , .		14
39	Using simulation-based Stochastic Approximation to optimize staffing of systems with Skills-Based-Routing. , 2010, , .		13
40	Control of Fork-Join Networks in heavy traffic. , 2012, , .		13
41	Abandonment versus blocking in many-server queues: asymptotic optimality in the QED regime. Queueing Systems, 2013, 75, 279-337.	0.6	13
42	Data-Driven Performance Analysis of Scheduled Processes. Lecture Notes in Computer Science, 2015, , 35-52.	1.0	13
43	Discovering Queues from Event Logs with Varying Levels of Information. Lecture Notes in Business Information Processing, 2016, , 154-166.	0.8	13
44	To aggregate or to eliminate? Optimal model simplification for improved process performance prediction. Information Systems, 2018, 78, 96-111.	2.4	10
45	Personalized queues: the customer view, via a fluid model of serving least-patient first. Queueing Systems, 2017, 87, 23-53.	0.6	9
46	Erlang-S: A Data-Based Model of Servers in Queueing Networks. Management Science, 2019, 65, 4607-4635.	2.4	9
47	Discovery and Validation of Queueing Networks in Scheduled Processes. Lecture Notes in Computer Science, 2015, , 417-433.	1.0	8
48	Time-varying tandem queues with blocking: modeling, analysis, and operational insights via fluid models with reflection. Queueing Systems, 2018, 89, 15-47.	0.6	8
49	Service Engineering: Data-Based Course Development and Teaching. INFORMS Transactions on Education, 2010, 11, 3-19.	0.4	7
50	A novel methodology to measure waiting times for community-based specialist care in a public healthcare system. Health Policy, 2020, 124, 805-811.	1.4	5
51	Service Engineering of Call Centers: Research, Teaching, and Practice. Service Science: Research and Innovations in the Service Economy, 2008, , 317-327.	1.1	4
52	Scheduling appointments via fluids control. , 2009, , .		3
53	Selfâ€reporting and screening: Data with rightâ€censored, leftâ€censored, and complete observations. Statistics in Medicine, 0, , .	0.8	3
54	Time-varying many-server finite-queues in tandem: Comparing blocking mechanisms via fluid models. Operations Research Letters, 2018, 46, 492-499.	0.5	2

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55	Statistical Theory Powering Data Science. Statistical Science, 2019, 34, .	1.6	1
56	Performance-based routing. Operations Research Letters, 2014, 42, 418-423.	0.5	0
57	Appointment-driven service systems with many servers. Queueing Systems, 0, , 1.	0.6	0