

# Ward Whitt

## List of Publications by Citations

**Source:** <https://exaly.com/author-pdf/9239827/ward-whitt-publications-by-citations.pdf>

**Version:** 2024-04-28

This document has been generated based on the publications and citations recorded by exaly.com. For the latest version of this publication list, visit the link given above.

The third column is the impact factor (IF) of the journal, and the fourth column is the number of citations of the article.

370  
papers

16,706  
citations

67  
h-index

112  
g-index

383  
ext. papers

18,803  
ext. citations

1.8  
avg, IF

7.14  
L-index

#	Paper	IF	Citations
370	Stochastic-Process Limits. <i>Springer Series in Operations Research</i> , <b>2002</b> ,	1.8	679
369	Heavy-Traffic Limits for Queues with Many Exponential Servers. <i>Operations Research</i> , <b>1981</b> , 29, 567-588	2.3	502
368	The Fourier-series method for inverting transforms of probability distributions. <i>Queueing Systems</i> , <b>1992</b> , 10, 5-87	1.7	453
367	Characterizing Superposition Arrival Processes in Packet Multiplexers for Voice and Data. <i>IEEE Journal on Selected Areas in Communications</i> , <b>1986</b> , 4, 833-846	14.2	451
366	Numerical Inversion of Laplace Transforms of Probability Distributions. <i>ORSA Journal on Computing</i> , <b>1995</b> , 7, 36-43		436
365	Approximating a Point Process by a Renewal Process, I: Two Basic Methods. <i>Operations Research</i> , <b>1982</b> , 30, 125-147	2.3	379
364	Multiple channel queues in heavy traffic. I. <i>Advances in Applied Probability</i> , <b>1970</b> , 2, 150-177	0.7	279
363	A Unified Framework for Numerically Inverting Laplace Transforms. <i>INFORMS Journal on Computing</i> , <b>2006</b> , 18, 408-421	2.4	271
362	Fitting mixtures of exponentials to long-tail distributions to analyze network performance models. <i>Performance Evaluation</i> , <b>1998</b> , 31, 245-279	1.2	253
361	Some Useful Functions for Functional Limit Theorems. <i>Mathematics of Operations Research</i> , <b>1980</b> , 5, 67-85	85	246
360	APPROXIMATIONS FOR THE GI/G/m QUEUE. <i>Production and Operations Management</i> , <b>2009</b> , 2, 114-161	3.6	208
359	Multiple channel queues in heavy traffic. II: sequences, networks, and batches. <i>Advances in Applied Probability</i> , <b>1970</b> , 2, 355-369	0.7	197
358	Blocking when service is required from several facilities simultaneously. <i>At&amp;T Technical Journal</i> , <b>1985</b> , 64, 1807-1856		196
357	Deciding Which Queue to Join: Some Counterexamples. <i>Operations Research</i> , <b>1986</b> , 34, 55-62	2.3	189
356	Coping with Time-Varying Demand When Setting Staffing Requirements for a Service System. <i>Production and Operations Management</i> , <b>2007</b> , 16, 13-39	3.6	181
355	Fluid Models for Multiserver Queues with Abandonments. <i>Operations Research</i> , <b>2006</b> , 54, 37-54	2.3	170
354	The Physics of the M <sub>t</sub> /G/∞ Queue. <i>Operations Research</i> , <b>1993</b> , 41, 731-742	2.3	161

353	A Staffing Algorithm for Call Centers with Skill-Based Routing. <i>Manufacturing and Service Operations Management</i> , <b>2005</b> , 7, 276-294	4.6	154
352	Server Staffing to Meet Time-Varying Demand. <i>Management Science</i> , <b>1996</b> , 42, 1383-1394	3.9	151
351	Bivariate Distributions with Given Marginals. <i>Annals of Statistics</i> , <b>1976</b> , 4, 1280	3.2	146
350	Improving Service by Informing Customers About Anticipated Delays. <i>Management Science</i> , <b>1999</b> , 45, 192-207	3.9	143
349	The Asymptotic Efficiency of Simulation Estimators. <i>Operations Research</i> , <b>1992</b> , 40, 505-520	2.3	140
348	Logarithmic asymptotics for steady-state tail probabilities in a single-server queue. <i>Journal of Applied Probability</i> , <b>1994</b> , 31, 131-156	0.8	139
347	Numerical inversion of probability generating functions. <i>Operations Research Letters</i> , <b>1992</b> , 12, 245-251	1	137
346	Squeezing the most out of ATM. <i>IEEE Transactions on Communications</i> , <b>1996</b> , 44, 203-217	6.9	134
345	Continuity of Generalized Semi-Markov Processes. <i>Mathematics of Operations Research</i> , <b>1980</b> , 5, 494-501	1.5	133
344	Staffing of Time-Varying Queues to Achieve Time-Stable Performance. <i>Management Science</i> , <b>2008</b> , 54, 324-338	3.9	129
343	Networks of infinite-server queues with nonstationary Poisson input. <i>Queueing Systems</i> , <b>1993</b> , 13, 183-250	5	129
342	Martingale proofs of many-server heavy-traffic limits for Markovian queues. <i>Probability Surveys</i> , <b>2007</b> , 4,	2.2	125
341	Analysis of join-the-shortest-queue routing for web server farms. <i>Performance Evaluation</i> , <b>2007</b> , 64, 1062-1081	115	115
340	Planning Queueing Simulations. <i>Management Science</i> , <b>1989</b> , 35, 1341-1366	3.9	114
339	Comparing counting processes and queues. <i>Advances in Applied Probability</i> , <b>1981</b> , 13, 207-220	0.7	114
338	Approximations of Dynamic Programs, I. <i>Mathematics of Operations Research</i> , <b>1978</b> , 3, 231-243	1.5	114
337	On the heavy-traffic limit theorem for GI/G/1 queues. <i>Advances in Applied Probability</i> , <b>1982</b> , 14, 171-190	0.7	111
336	Are Call Center and Hospital Arrivals Well Modeled by Nonhomogeneous Poisson Processes?. <i>Manufacturing and Service Operations Management</i> , <b>2014</b> , 16, 464-480	4.6	110

335	Mt/G/1 Queues with Sinusoidal Arrival Rates. <i>Management Science</i> , <b>1993</b> , 39, 241-252	3.9	109
334	Engineering Solution of a Basic Call-Center Model. <i>Management Science</i> , <b>2005</b> , 51, 221-235	3.9	108
333	Tail probabilities with statistical multiplexing and effective bandwidths in multi-class queues. <i>Telecommunication Systems</i> , <b>1993</b> , 2, 71-107	2.3	108
332	Useful martingales for stochastic storage processes with Lévy input. <i>Journal of Applied Probability</i> , <b>1992</b> , 29, 396-403	0.8	107
331	Weak Convergence of Probability Measures on the Function Space $C[0, \infty)$ . <i>Annals of Mathematical Statistics</i> , <b>1970</b> , 41, 939-944		103
330	Asymptotics for M/G/1 low-priority waiting-time tail probabilities. <i>Queueing Systems</i> , <b>1997</b> , 25, 173-233	1.7	101
329	Understanding the Efficiency of Multi-Server Service Systems. <i>Management Science</i> , <b>1992</b> , 38, 708-723	3.9	100
328	Resource sharing for efficiency in traffic systems. <i>Bell System Technical Journal</i> , <b>1981</b> , 60, 39-55		98
327	Queue-and-Idleness-Ratio Controls in Many-Server Service Systems. <i>Mathematics of Operations Research</i> , <b>2009</b> , 34, 363-396	1.5	97
326	Service-Level Differentiation in Many-Server Service Systems via Queue-Ratio Routing. <i>Operations Research</i> , <b>2010</b> , 58, 316-328	2.3	96
325	The Impact of Delay Announcements in Many-Server Queues with Abandonment. <i>Operations Research</i> , <b>2009</b> , 57, 66-81	2.3	96
324	Staffing a Call Center with Uncertain Arrival Rate and Absenteeism. <i>Production and Operations Management</i> , <b>2006</b> , 15, 88-102	3.6	94
323	Exponential Approximations for Tail Probabilities in Queues, I: Waiting Times. <i>Operations Research</i> , <b>1995</b> , 43, 885-901	2.3	94
322	Efficiency-Driven Heavy-Traffic Approximations for Many-Server Queues with Abandonments. <i>Management Science</i> , <b>2004</b> , 50, 1449-1461	3.9	93
321	A review of $L = \lambda W$ and extensions. <i>Queueing Systems</i> , <b>1991</b> , 9, 235-268	1.7	90
320	. <i>At&amp;T Bell Laboratories Technical Journal</i> , <b>1984</b> , 63, 1911-1979		90
319	Multidimensional Transform Inversion with Applications to the Transient M/G/1 Queue. <i>Annals of Applied Probability</i> , <b>1994</b> , 4, 719	2	89
318	Waiting-time tail probabilities in queues with long-tail service-time distributions. <i>Queueing Systems</i> , <b>1994</b> , 16, 311-338	1.7	88

317	On Arrivals That See Time Averages. <i>Operations Research</i> , <b>1990</b> , 38, 156-172	2.3	84
316	Transient behavior of the M/M/l queue: Starting at the origin. <i>Queueing Systems</i> , <b>1987</b> , 2, 41-65	1.7	80
315	Transient behavior of the M/M/1 queue via Laplace transforms. <i>Advances in Applied Probability</i> , <b>1988</b> , 20, 145-178	0.7	80
314	Dynamic staffing in a telephone call center aiming to immediately answer all calls. <i>Operations Research Letters</i> , <b>1999</b> , 24, 205-212	1	78
313	The Pointwise Stationary Approximation for Mt/Mt/s Queues Is Asymptotically Correct As the Rates Increase. <i>Management Science</i> , <b>1991</b> , 37, 307-314	3.9	78
312	A new view of the heavy-traffic limit theorem for infinite-server queues. <i>Advances in Applied Probability</i> , <b>1991</b> , 23, 188-209	0.7	78
311	A Diffusion Approximation for the G/GI/n/m Queue. <i>Operations Research</i> , <b>2004</b> , 52, 922-941	2.3	77
310	. <i>IEEE Journal on Selected Areas in Communications</i> , <b>1994</b> , 12, 1353-1364	14.2	77
309	An Introduction to Numerical Transform Inversion and Its Application to Probability Models. <i>Profiles in Operations Research</i> , <b>2000</b> , 257-323	1	74
308	Uniform conditional stochastic order. <i>Journal of Applied Probability</i> , <b>1980</b> , 17, 112-123	0.8	72
307	Weak convergence theorems for priority queues: preemptive-resume discipline. <i>Journal of Applied Probability</i> , <b>1971</b> , 8, 74-94	0.8	71
306	Asymptotics for steady-state tail probabilities in structured markov queueing models. <i>Stochastic Models</i> , <b>1994</b> , 10, 99-143		68
305	A Storage Model with a Two-State Random Environment. <i>Operations Research</i> , <b>1992</b> , 40, S257-S262	2.3	68
304	Resource sharing for book-ahead and instantaneous-request calls. <i>IEEE/ACM Transactions on Networking</i> , <b>1999</b> , 7, 10-22	3.8	67
303	Useful martingales for stochastic storage processes with L <sub>q</sub> input. <i>Journal of Applied Probability</i> , <b>1992</b> , 29, 396-403	0.8	66
302	The Asymptotic Validity of Sequential Stopping Rules for Stochastic Simulations. <i>Annals of Applied Probability</i> , <b>1992</b> , 2,	2	66
301	Scheduling Flexible Servers with Convex Delay Costs in Many-Server Service Systems. <i>Manufacturing and Service Operations Management</i> , <b>2009</b> , 11, 237-253	4.6	64
300	Transient behavior of regulated Brownian motion, I: Starting at the origin. <i>Advances in Applied Probability</i> , <b>1987</b> , 19, 560-598	0.7	64

299	. <i>IEEE/ACM Transactions on Networking</i> , <b>1998</b> , 6, 447-460	3.8	63
298	Representation and Approximation of Noncooperative Sequential Games. <i>SIAM Journal on Control and Optimization</i> , <b>1980</b> , 18, 33-48	1.9	63
297	Heavy-Traffic Limits for the $G/H_2^*/n/m$ Queue. <i>Mathematics of Operations Research</i> , <b>2005</b> , 30, 1-27	1.5	62
296	On the Laguerre Method for Numerically Inverting Laplace Transforms. <i>INFORMS Journal on Computing</i> , <b>1996</b> , 8, 413-427	2.4	59
295	Stabilizing Customer Abandonment in Many-Server Queues with Time-Varying Arrivals. <i>Operations Research</i> , <b>2012</b> , 60, 1551-1564	2.3	58
294	The transient BMAP/G/l queue. <i>Stochastic Models</i> , <b>1994</b> , 10, 145-182		58
293	What you should know about queueing models to set staffing requirements in service systems. <i>Naval Research Logistics</i> , <b>2007</b> , 54, 476-484	1.5	57
292	Large deviations behavior of counting processes and their inverses. <i>Queueing Systems</i> , <b>1994</b> , 17, 107-128	1.7	57
291	An Analysis of the Modified Offered-Load Approximation for the Nonstationary Erlang Loss Model. <i>Annals of Applied Probability</i> , <b>1994</b> , 4, 1145	2	55
290	The Equivalence of Functional Central Limit Theorems for Counting Processes and Associated Partial Sums. <i>Annals of Mathematical Statistics</i> , <b>1971</b> , 42, 1372-1378		55
289	Heavy Traffic Limit Theorems for Queues: A Survey. <i>Lecture Notes in Economics and Mathematical Systems</i> , <b>1974</b> , 307-350	0.4	55
288	The $G_t/GI/s_t+GI$ many-server fluid queue. <i>Queueing Systems</i> , <b>2012</b> , 71, 405-444	1.7	53
287	Proofs of the martingale FCLT. <i>Probability Surveys</i> , <b>2007</b> , 4,	2.2	53
286	Towards better multi-class parametric-decomposition approximations for open queueing networks. <i>Annals of Operations Research</i> , <b>1994</b> , 48, 221-248	3.2	52
285	Heavy-traffic approximations for service systems with blocking. <i>At&amp;T Bell Laboratories Technical Journal</i> , <b>1984</b> , 63, 689-708		52
284	Approximations of Dynamic Programs, II. <i>Mathematics of Operations Research</i> , <b>1979</b> , 4, 179-185	1.5	52
283	Predicting Queueing Delays. <i>Management Science</i> , <b>1999</b> , 45, 870-888	3.9	51
282	Stability and structural properties of stochastic storage networks. <i>Journal of Applied Probability</i> , <b>1996</b> , 33, 1169-1180	0.8	50

281	Uniform acceleration expansions for Markov chains with time-varying rates. <i>Annals of Applied Probability</i> , <b>1998</b> , 8,	2	50
280	Approximations for departure processes and queues in series. <i>Naval Research Logistics Quarterly</i> , <b>1984</b> , 31, 499-521		50
279	Multiple channel queues in heavy traffic. I. <i>Advances in Applied Probability</i> , <b>1970</b> , 2, 150-177	0.7	50
278	Indirect Estimation Via $L = W$ . <i>Operations Research</i> , <b>1989</b> , 37, 82-103	2.3	48
277	Portfolio choice and the Bayesian Kelly criterion. <i>Advances in Applied Probability</i> , <b>1996</b> , 28, 1145-1176	0.7	47
276	Estimating the parameters of a nonhomogeneous Poisson process with linear rate. <i>Telecommunication Systems</i> , <b>1996</b> , 5, 361-388	2.3	47
275	The Best Order for Queues in Series. <i>Management Science</i> , <b>1985</b> , 31, 475-487	3.9	47
274	Weak convergence theorems for priority queues: preemptive-resume discipline. <i>Journal of Applied Probability</i> , <b>1971</b> , 8, 74-94	0.8	47
273	Two-parameter heavy-traffic limits for infinite-server queues. <i>Queueing Systems</i> , <b>2010</b> , 65, 325-364	1.7	46
272	Estimating the asymptotic variance with batch means. <i>Operations Research Letters</i> , <b>1991</b> , 10, 431-435	1	46
271	On Approximations for Queues, III: Mixtures of Exponential Distributions. <i>At&amp;T Bell Laboratories Technical Journal</i> , <b>1984</b> , 63, 163-175		46
270	An algorithm to compute blocking probabilities in multi-rate multi-class multi-resource loss models. <i>Advances in Applied Probability</i> , <b>1995</b> , 27, 1104-1143	0.7	45
269	The Efficiency of One Long Run Versus Independent Replications in Steady-State Simulation. <i>Management Science</i> , <b>1991</b> , 37, 645-666	3.9	45
268	Comparing counting processes and queues. <i>Advances in Applied Probability</i> , <b>1981</b> , 13, 207-220	0.7	45
267	Queues with Server Vacations and Levy Processes with Secondary Jump Input. <i>Annals of Applied Probability</i> , <b>1991</b> , 1,	2	45
266	Partitioning Customers into Service Groups. <i>Management Science</i> , <b>1999</b> , 45, 1579-1592	3.9	44
265	Transient Behavior of the M/G/1 Workload Process. <i>Operations Research</i> , <b>1994</b> , 42, 750-764	2.3	44
264	Approximating a Point Process by a Renewal Process: The View Through a Queue, an Indirect Approach. <i>Management Science</i> , <b>1981</b> , 27, 619-636	3.9	43

263	Real-Time Delay Estimation in Overloaded Multiserver Queues with Abandonments. <i>Management Science</i> , <b>2009</b> , 55, 1729-1742	3.9	42
262	The asymptotic behavior of queues with time-varying arrival rates. <i>Journal of Applied Probability</i> , <b>1984</b> , 21, 143-156	0.8	42
261	Variability Functions for Parametric-Decomposition Approximations of Queueing Networks. <i>Management Science</i> , <b>1995</b> , 41, 1704-1715	3.9	41
260	An Interpolation Approximation for the Mean Workload in a GI/G/1 Queue. <i>Operations Research</i> , <b>1989</b> , 37, 936-952	2.3	41
259	Multivariate monotone likelihood ratio and uniform conditional stochastic order. <i>Journal of Applied Probability</i> , <b>1982</b> , 19, 695-701	0.8	41
258	The asymptotic variance of departures in critically loaded queues. <i>Advances in Applied Probability</i> , <b>2011</b> , 43, 243-263	0.7	41
257	Real-Time Delay Estimation Based on Delay History. <i>Manufacturing and Service Operations Management</i> , <b>2009</b> , 11, 397-415	4.6	40
256	Wait-Time Predictors for Customer Service Systems with Time-Varying Demand and Capacity. <i>Operations Research</i> , <b>2011</b> , 59, 1106-1118	2.3	40
255	Asymptotic Formulas for Markov Processes with Applications to Simulation. <i>Operations Research</i> , <b>1992</b> , 40, 279-291	2.3	40
254	Refining diffusion approximations for queues. <i>Operations Research Letters</i> , <b>1982</b> , 1, 165-169	1	40
253	Optimal battery purchasing and charging strategy at electric vehicle battery swap stations. <i>European Journal of Operational Research</i> , <b>2019</b> , 279, 524-539	5.6	39
252	Computing distributions and moments in polling models by numerical transform inversion. <i>Performance Evaluation</i> , <b>1996</b> , 25, 267-292	1.2	39
251	A Stochastic Model to Capture Space and time Dynamics in Wireless Communication Systems. <i>Probability in the Engineering and Informational Sciences</i> , <b>1994</b> , 8, 541-569	0.6	39
250	Ordinary CLT and WLLN Versions of $L = \lambda W$ . <i>Mathematics of Operations Research</i> , <b>1988</b> , 13, 674-692	1.5	39
249	Simulation run lengths to estimate blocking probabilities. <i>ACM Transactions on Modeling and Computer Simulation</i> , <b>1996</b> , 6, 7-52	0.6	38
248	Diffusion approximations for queues with server vacations. <i>Advances in Applied Probability</i> , <b>1990</b> , 22, 706-729	0.7	38
247	Embedded renewal processes in the GI/G/s queue. <i>Journal of Applied Probability</i> , <b>1972</b> , 9, 650-658	0.8	38
246	. <i>IEEE/ACM Transactions on Networking</i> , <b>1995</b> , 3, 585-601	3.8	37



245	Untold Horrors of the Waiting Room: What the Equilibrium Distribution Will Never Tell About the Queue-Length Process. <i>Management Science</i> , <b>1983</b> , 29, 395-408	3.9	37
244	On Approximations for Queues, I: Extremal Distributions. <i>At&amp;T Bell Laboratories Technical Journal</i> , <b>1984</b> , 63, 115-138		37
243	A Network of Time-Varying Many-Server Fluid Queues with Customer Abandonment. <i>Operations Research</i> , <b>2011</b> , 59, 835-846	2.3	36
242	Exponential Approximations for Tail Probabilities in Queues II: Sojourn Time and Workload. <i>Operations Research</i> , <b>1996</b> , 44, 758-763	2.3	36
241	Transient behavior of the M/M/1 queue via Laplace transforms. <i>Advances in Applied Probability</i> , <b>1988</b> , 20, 145-178	0.7	36
240	A data-driven model of an emergency department. <i>Operations Research for Health Care</i> , <b>2017</b> , 12, 1-15	1.8	35
239	Large-time asymptotics for the $G_t/M_t/s_t+GI_t$ many-server fluid queue with abandonment. <i>Queueing Systems</i> , <b>2011</b> , 67, 145-182	1.7	35
238	Long-tail buffer-content distributions in broadband networks. <i>Performance Evaluation</i> , <b>1997</b> , 30, 177-190.	2	35
237	Computing Laplace Transforms for Numerical Inversion Via Continued Fractions. <i>INFORMS Journal on Computing</i> , <b>1999</b> , 11, 394-405	2.4	35
236	The heavy-traffic bottleneck phenomenon in open queueing networks. <i>Operations Research Letters</i> , <b>1990</b> , 9, 355-362	1	35
235	Stochastic Comparisons for Non-Markov Processes. <i>Mathematics of Operations Research</i> , <b>1986</b> , 11, 608-618	1.8	35
234	Uniform conditional variability ordering of probability distributions. <i>Journal of Applied Probability</i> , <b>1985</b> , 22, 619-633	0.8	35
233	The impact of a heavy-tailed service-time distribution upon the M/GI/s waiting-time distribution. <i>Queueing Systems</i> , <b>2000</b> , 36, 71-87	1.7	34
232	Sensitivity to the Service-Time Distribution in the Nonstationary Erlang Loss Model. <i>Management Science</i> , <b>1995</b> , 41, 1107-1116	3.9	34
231	Solving probability transform functional equations for numerical inversion. <i>Operations Research Letters</i> , <b>1992</b> , 12, 275-281	1	34
230	Transient behavior of regulated Brownian motion, II: Non-zero initial conditions. <i>Advances in Applied Probability</i> , <b>1987</b> , 19, 599-631	0.7	34
229	The Stationary Distribution of a Stochastic Clearing Process. <i>Operations Research</i> , <b>1981</b> , 29, 294-308	2.3	34
228	The continuity of queues. <i>Advances in Applied Probability</i> , <b>1974</b> , 6, 175-183	0.7	34

227	Functional large deviation principles for first-passage-time processes. <i>Annals of Applied Probability</i> , <b>1997</b> , 7,	2	34
226	Fluid Models for Overloaded Multiclass Many-Server Queueing Systems with First-Come, First-Served Routing. <i>Management Science</i> , <b>2008</b> , 54, 1513-1527	3.9	33
225	On arrivals that see time averages: a martingale approach. <i>Journal of Applied Probability</i> , <b>1990</b> , 27, 376-384	3.8	32
224	The amount of overtaking in a network of queues. <i>Networks</i> , <b>1984</b> , 14, 411-426	1.6	32
223	The renewal-process stationary-excess operator. <i>Journal of Applied Probability</i> , <b>1985</b> , 22, 156-167	0.8	32
222	Multiple channel queues in heavy traffic. II: sequences, networks, and batches. <i>Advances in Applied Probability</i> , <b>1970</b> , 2, 355-369	0.7	32
221	A many-server fluid limit for the Gt/GI/st+GI queueing model experiencing periods of overloading. <i>Operations Research Letters</i> , <b>2012</b> , 40, 307-312	1	31
220	How Multiserver Queues Scale with Growing Congestion-Dependent Demand. <i>Operations Research</i> , <b>2003</b> , 51, 531-542	2.3	31
219	Diffusion approximations for open queueing networks with service interruptions. <i>Queueing Systems</i> , <b>1993</b> , 13, 335-359	1.7	31
218	Stochastic Abelian and Tauberian theorems. <i>Zeitschrift für Wahrscheinlichkeitstheorie Und Verwandte Gebiete</i> , <b>1972</b> , 22, 251-267		31
217	Many-server heavy-traffic limit for queues with time-varying parameters. <i>Annals of Applied Probability</i> , <b>2014</b> , 24,	2	30
216	Choosing arrival process models for service systems: Tests of a nonhomogeneous Poisson process. <i>Naval Research Logistics</i> , <b>2014</b> , 61, 66-90	1.5	30
215	Responding to Unexpected Overloads in Large-Scale Service Systems. <i>Management Science</i> , <b>2009</b> , 55, 1353-1367	3.9	30
214	Peak congestion in multi-server service systems with slowly varying arrival rates. <i>Queueing Systems</i> , <b>1997</b> , 25, 157-172	1.7	30
213	The Brownian approximation for rate-control throttles and the G/G/1/C queue. <i>Discrete Event Dynamic Systems: Theory and Applications</i> , <b>1992</b> , 2, 7-60	1	30
212	Multivariate monotone likelihood ratio and uniform conditional stochastic order. <i>Journal of Applied Probability</i> , <b>1982</b> , 19, 695-701	0.8	30
211	Numerical inversion of multidimensional Laplace transforms by the Laguerre method. <i>Performance Evaluation</i> , <b>1998</b> , 31, 229-243	1.2	29
210	The Impact of Increased Employee Retention on Performance in a Customer Contact Center. <i>Manufacturing and Service Operations Management</i> , <b>2006</b> , 8, 235-252	4.6	29

209	A probabilistic generalization of Taylor's theorem. <i>Statistics and Probability Letters</i> , <b>1993</b> , 16, 51-54	0.6	29
208	The effect of variability in the GI/G/s queue. <i>Journal of Applied Probability</i> , <b>1980</b> , 17, 1062-1071	0.8	29
207	Heavy-traffic limits for waiting times in many-server queues with abandonment. <i>Annals of Applied Probability</i> , <b>2009</b> , 19,	2	28
206	Sensitivity of Performance in the Erlang-A Queueing Model to Changes in the Model Parameters. <i>Operations Research</i> , <b>2006</b> , 54, 247-260	2.3	28
205	An operational calculus for probability distributions via Laplace transforms. <i>Advances in Applied Probability</i> , <b>1996</b> , 28, 75-113	0.7	28
204	Queues with service times and interarrival times depending linearly and randomly upon waiting times. <i>Queueing Systems</i> , <b>1990</b> , 6, 335-351	1.7	28
203	The influence of service-time variability in a closed network of queues. <i>Performance Evaluation</i> , <b>1986</b> , 6, 219-234	1.2	28
202	Heavy-traffic limits for many-server queues with service interruptions. <i>Queueing Systems</i> , <b>2009</b> , 61, 167-202		27
201	On approximations for queues, II: Shape constraints. <i>At&amp;T Bell Laboratories Technical Journal</i> , <b>1984</b> , 63, 139-161		27
200	Departures from a Queue with Many Busy Servers. <i>Mathematics of Operations Research</i> , <b>1984</b> , 9, 534-544	1.5	27
199	Heavy-traffic asymptotic expansions for the asymptotic decay rates in the BMAP/G/1 queue. <i>Stochastic Models</i> , <b>1994</b> , 10, 453-498		26
198	. <i>IEEE Transactions on Communications</i> , <b>1989</b> , 37, 1102-1104	6.9	25
197	The asymptotic behavior o queues with time-varying arrival rates. <i>Journal of Applied Probability</i> , <b>1984</b> , 21, 143-156	0.8	25
196	Embedded renewal processes in the GI/G/s queue. <i>Journal of Applied Probability</i> , <b>1972</b> , 9, 650-658	0.8	25
195	STABILIZING PERFORMANCE IN NETWORKS OF QUEUES WITH TIME-VARYING ARRIVAL RATES. <i>Probability in the Engineering and Informational Sciences</i> , <b>2014</b> , 28, 419-449	0.6	24
194	Limit theorems for cumulative processes. <i>Stochastic Processes and Their Applications</i> , <b>1993</b> , 47, 299-314	1.1	24
193	A Light-Traffic Approximation for Single-Class Departure Processes from Multi-Class Queues. <i>Management Science</i> , <b>1988</b> , 34, 1333-1346	3.9	24
192	STAFFING A SERVICE SYSTEM WITH NON-POISSON NON-STATIONARY ARRIVALS. <i>Probability in the Engineering and Informational Sciences</i> , <b>2016</b> , 30, 593-621	0.6	23

191	Statistical Analysis with Little's Law. <i>Operations Research</i> , <b>2013</b> , 61, 1030-1045	2.3	23
190	The correlation functions of rbm and m/m/1. <i>Stochastic Models</i> , <b>1988</b> , 4, 315-359		23
189	Comparison conjectures about the M/G/s queue. <i>Operations Research Letters</i> , <b>1983</b> , 2, 203-209	1	23
188	Uniform conditional stochastic order. <i>Journal of Applied Probability</i> , <b>1980</b> , 17, 112-123	0.8	23
187	The effect of variability in the GI/G/s queue. <i>Journal of Applied Probability</i> , <b>1980</b> , 17, 1062-1071	0.8	23
186	Multiple channel queues in heavy traffic. III: random server selection. <i>Advances in Applied Probability</i> , <b>1970</b> , 2, 370-375	0.7	23
185	Portfolio choice and the Bayesian Kelly criterion. <i>Advances in Applied Probability</i> , <b>1996</b> , 28, 1145-1176	0.7	22
184	Unstable Asymptotics for Nonstationary Queues. <i>Mathematics of Operations Research</i> , <b>1994</b> , 19, 267-291	1.5	22
183	Extensions of the Queueing Relations $L = \lambda W$ and $H = \lambda^{-1}$ . <i>Operations Research</i> , <b>1989</b> , 37, 634-644	2.3	22
182	A new view of the heavy-traffic limit theorem for infinite-server queues. <i>Advances in Applied Probability</i> , <b>1991</b> , 23, 188-209	0.7	22
181	Minimizing Delays in the GI/G/1 Queue. <i>Operations Research</i> , <b>1984</b> , 32, 41-51	2.3	22
180	Weak convergence of first passage time processes. <i>Journal of Applied Probability</i> , <b>1971</b> , 8, 417-422	0.8	22
179	Real-Time Delay Estimation Based on Delay History in Many-Server Service Systems with Time-Varying Arrivals. <i>Production and Operations Management</i> , <b>2011</b> , 20, 654-667	3.6	21
178	Control and recovery from rare congestion events in a large multi-server system. <i>Queueing Systems</i> , <b>1997</b> , 26, 69-104	1.7	21
177	Maximum Values in Queueing Processes. <i>Probability in the Engineering and Informational Sciences</i> , <b>1995</b> , 9, 375-409	0.6	21
176	. <i>IEEE Transactions on Communications</i> , <b>1991</b> , 39, 1231-1244	6.9	21
175	Transient behavior of regulated Brownian motion, I: Starting at the origin. <i>Advances in Applied Probability</i> , <b>1987</b> , 19, 560-598	0.7	21
174	A Fluid Approximation for Service Systems Responding to Unexpected Overloads. <i>Operations Research</i> , <b>2011</b> , 59, 1159-1170	2.3	20

173	INFINITE-SERVER QUEUES WITH BATCH ARRIVALS AND DEPENDENT SERVICE TIMES. <i>Probability in the Engineering and Informational Sciences</i> , <b>2012</b> , 26, 197-220	0.6	20
172	Service Interruptions in Large-Scale Service Systems. <i>Management Science</i> , <b>2009</b> , 55, 1499-1512	3.9	20
171	Efficiently providing multiple grades of service with protection against overloads in shared resources. <i>At&amp;T Technical Journal</i> , <b>1995</b> , 74, 50-63		20
170	Large Fluctuations in a Deterministic Multiclass Network of Queues. <i>Management Science</i> , <b>1993</b> , 39, 1026-1028	3.0	20
169	Two-parameter heavy-traffic limits for infinite-server queues with dependent service times. <i>Queueing Systems</i> , <b>2013</b> , 73, 119-146	1.7	19
168	Stabilizing performance in a service system with time-varying arrivals and customer feedback. <i>European Journal of Operational Research</i> , <b>2017</b> , 256, 473-486	5.6	19
167	Asymptotic Analysis of Tail Probabilities Based on the Computation of Moments. <i>Annals of Applied Probability</i> , <b>1995</b> , 5, 983	2	19
166	Preservation of rates of convergence under mappings. <i>Zeitschrift für Wahrscheinlichkeitstheorie Und Verwandte Gebiete</i> , <b>1974</b> , 29, 39-44		19
165	Poisson and non-Poisson properties in appointment-generated arrival processes: The case of an endocrinology clinic. <i>Operations Research Letters</i> , <b>2015</b> , 43, 247-253	1	18
164	Arranging Queues in Series: A Simulation Experiment. <i>Management Science</i> , <b>1990</b> , 36, 1080-1091	3.9	18
163	Queues with superposition arrival processes in heavy traffic. <i>Stochastic Processes and Their Applications</i> , <b>1985</b> , 21, 81-91	1.1	18
162	Existence of Limiting Distributions in the GI/G/s Queue. <i>Mathematics of Operations Research</i> , <b>1982</b> , 7, 88-95	1.5	18
161	On the heavy-traffic limit theorem for GI/G/1 queues. <i>Advances in Applied Probability</i> , <b>1982</b> , 14, 171-190	0.7	18
160	A Data-Driven Model of an Appointment-Generated Arrival Process at an Outpatient Clinic. <i>INFORMS Journal on Computing</i> , <b>2018</b> , 30, 181-199	2.4	17
159	The Impact of Dependent Service Times on Large-Scale Service Systems. <i>Manufacturing and Service Operations Management</i> , <b>2012</b> , 14, 262-278	4.6	17
158	Necessary conditions in limit theorems for cumulative processes. <i>Stochastic Processes and Their Applications</i> , <b>2002</b> , 98, 199-209	1.1	17
157	Decomposition approximations for time-dependent Markovian queueing networks. <i>Operations Research Letters</i> , <b>1999</b> , 24, 97-103	1	17
156	Linear stochastic fluid networks. <i>Journal of Applied Probability</i> , <b>1999</b> , 36, 244-260	0.8	17

155	Calculating normalization constants of closed queueing networks by numerically inverting their generating functions. <i>Journal of the ACM</i> , <b>1995</b> , 42, 935-970	2	17
154	Stationary-Process Approximations for the Nonstationary Erlang Loss Model. <i>Operations Research</i> , <b>1996</b> , 44, 976-983	2.3	17
153	An LIL Version of $L = \lambda W$ . <i>Mathematics of Operations Research</i> , <b>1988</b> , 13, 693-710	1.5	17
152	On the effectiveness of effective bandwidths for admission control in ATM networks. <i>Teletraffic Science and Engineering</i> , <b>1994</b> , 1, 411-420		17
151	Forecasting arrivals and occupancy levels in an emergency department. <i>Operations Research for Health Care</i> , <b>2019</b> , 21, 1-18	1.8	16
150	Algorithms for Time-Varying Networks of Many-Server Fluid Queues. <i>INFORMS Journal on Computing</i> , <b>2014</b> , 26, 59-73	2.4	16
149	Numerical Solution of Piecewise-Stationary $M_t/G_t/1$ Queues. <i>Operations Research</i> , <b>1997</b> , 45, 451-463	2.3	16
148	Simple spectral representations for the $M/M/1$ queue. <i>Queueing Systems</i> , <b>1988</b> , 3, 321-345	1.7	16
147	Using Robust Queueing to Expose the Impact of Dependence in Single-Server Queues. <i>Operations Research</i> , <b>2018</b> , 66, 184-199	2.3	16
146	Approximate blocking probabilities in loss models with independence and distribution assumptions relaxed. <i>Performance Evaluation</i> , <b>2014</b> , 80, 82-101	1.2	15
145	Stabilizing performance in a single-server queue with time-varying arrival rate. <i>Queueing Systems</i> , <b>2015</b> , 81, 341-378	1.7	15
144	An ODE for an Overloaded $X$ Model Involving a Stochastic Averaging Principle. <i>Stochastic Systems</i> , <b>2011</b> , 1, 59-108	1.7	15
143	The time-dependent Erlang loss model with retries. <i>Telecommunication Systems</i> , <b>1997</b> , 7, 253-265	2.3	15
142	Two fluid approximations for multi-server queues with abandonments. <i>Operations Research Letters</i> , <b>2005</b> , 33, 363-372	1	15
141	Logarithmic asymptotics for steady-state tail probabilities in a single-server queue. <i>Journal of Applied Probability</i> , <b>1994</b> , 31, 131-156	0.8	15
140	An extremal property of the fifo discipline via an ordinal version of. <i>Stochastic Models</i> , <b>1989</b> , 5, 515-529		15
139	A Note on the Influence of the Sample on the Posterior Distribution. <i>Journal of the American Statistical Association</i> , <b>1979</b> , 74, 424	2.8	15
138	OM Forum Offered Load Analysis for Staffing. <i>Manufacturing and Service Operations Management</i> , <b>2013</b> , 15, 166-169	4.6	14

137	A multi-class fluid model for a contact center with skill-based routing. <i>AEU - International Journal of Electronics and Communications</i> , <b>2006</b> , 60, 95-102	2.8	14
136	Calculating the M/G/1 busy-period density and LIFO waiting-time distribution by direct numerical transform inversion. <i>Operations Research Letters</i> , <b>1995</b> , 18, 113-119	1	14
135	A heavy-traffic expansion for asymptotic decay rates of tail probabilities in multichannel queues. <i>Operations Research Letters</i> , <b>1994</b> , 15, 223-230	1	14
134	Estimating Average Production Intervals Using Inventory Measurements: Little's Law for Partially Observable Processes. <i>Operations Research</i> , <b>1988</b> , 36, 308-323	2.3	14
133	A Fluid Limit for an Overloaded X Model via a Stochastic Averaging Principle. <i>Mathematics of Operations Research</i> , <b>2013</b> , 38, 294-349	1.5	13
132	Value-Based Routing and Preference-Based Routing in Customer Contact Centers. <i>Production and Operations Management</i> , <b>2009</b> , 16, 277-291	3.6	13
131	An overview of Brownian and non-Brownian FCLTs for the single-server queue. <i>Queueing Systems</i> , <b>2000</b> , 36, 39-70	1.7	13
130	Linear stochastic fluid networks. <i>Journal of Applied Probability</i> , <b>1999</b> , 36, 244-260	0.8	13
129	An operational calculus for probability distributions via Laplace transforms. <i>Advances in Applied Probability</i> , <b>1996</b> , 28, 75-113	0.7	13
128	Decompositions of the M/M/1 transition function. <i>Queueing Systems</i> , <b>1991</b> , 9, 323-336	1.7	13
127	Transient behavior of regulated Brownian motion, II: Non-zero initial conditions. <i>Advances in Applied Probability</i> , <b>1987</b> , 19, 599-631	0.7	13
126	Complements to heavy traffic limit theorems for the GI/G/1 queue. <i>Journal of Applied Probability</i> , <b>1972</b> , 9, 185-191	0.8	13
125	Continuity of a queueing integral representation in the M1 topology. <i>Annals of Applied Probability</i> , <b>2010</b> , 20,	2	12
124	Limits and approximations for the M/G/1 LIFO waiting-time distribution. <i>Operations Research Letters</i> , <b>1997</b> , 20, 199-206	1	12
123	Explicit M/G/1 waiting-time distributions for a class of long-tail service-time distributions. <i>Operations Research Letters</i> , <b>1999</b> , 25, 25-31	1	12
122	Heavy-traffic extreme-value limits for queues. <i>Operations Research Letters</i> , <b>1995</b> , 18, 107-111	1	12
121	The impact of a job buffer in a token-bank rate-control throttle. <i>Stochastic Models</i> , <b>1992</b> , 8, 685-717		12
120	$H = \bar{G}$ and the Palm transformation. <i>Advances in Applied Probability</i> , <b>1992</b> , 24, 755-758	0.7	12



119	Probabilistic Scaling for the Numerical Inversion of Nonprobability Transforms. <i>INFORMS Journal on Computing</i> , <b>1997</b> , 9, 175-184	2.4	11
118	Power Algorithms for Inverting Laplace Transforms. <i>INFORMS Journal on Computing</i> , <b>2007</b> , 19, 341-355	2.4	11
117	Heavy-Traffic Limits for Loss Proportions in Single-Server Queues. <i>Queueing Systems</i> , <b>2004</b> , 46, 507-536	1.7	11
116	The Reflection Map with Discontinuities. <i>Mathematics of Operations Research</i> , <b>2001</b> , 26, 447-484	1.5	11
115	A Nonstationary Offered-Load Model for Packet Networks. <i>Telecommunication Systems</i> , <b>2001</b> , 16, 271-296	2.6	11
114	LIMITS FOR CUMULATIVE INPUT PROCESSES TO QUEUES. <i>Probability in the Engineering and Informational Sciences</i> , <b>2000</b> , 14, 123-150	0.6	11
113	Functional Large Deviation Principles for Waiting and Departure Processes. <i>Probability in the Engineering and Informational Sciences</i> , <b>1998</b> , 12, 479-507	0.6	11
112	Modeling service time distributions with nonexponential tails: beta mixtures of exponentials. <i>Stochastic Models</i> , <b>1999</b> , 15, 517-546		11
111	On arrivals that see time averages: a martingale approach. <i>Journal of Applied Probability</i> , <b>1990</b> , 27, 376-384	3.8	11
110	The renewal-process stationary-excess operator. <i>Journal of Applied Probability</i> , <b>1985</b> , 22, 156-167	0.8	11
109	The steady-state distribution of the . <i>Operations Research Letters</i> , <b>2014</b> , 42, 311-318	1	10
108	Workload bounds in fluid models with priorities. <i>Performance Evaluation</i> , <b>2000</b> , 41, 249-267	1.2	10
107	INFINITE-SERIES REPRESENTATIONS OF LAPLACE TRANSFORMS OF PROBABILITY DENSITY FUNCTIONS FOR NUMERICAL INVERSION. <i>Journal of the Operations Research Society of Japan</i> , <b>1999</b> , 42, 268-285	0.3	10
106	Variance Reduction in Simulations of Loss Models. <i>Operations Research</i> , <b>1999</b> , 47, 509-523	2.3	10
105	Limits and Approximations for the Busy-Period Distribution in Single-Server Queues. <i>Probability in the Engineering and Informational Sciences</i> , <b>1995</b> , 9, 581-602	0.6	10
104	Limits for queues as the waiting room grows. <i>Queueing Systems</i> , <b>1989</b> , 5, 381-392	1.7	10
103	The Power of Alternative Kolmogorov-Smirnov Tests Based on Transformations of the Data. <i>ACM Transactions on Modeling and Computer Simulation</i> , <b>2015</b> , 25, 1-22	0.6	9
102	Heavy-traffic limits for queues with periodic arrival processes. <i>Operations Research Letters</i> , <b>2014</b> , 42, 458-461	1	9



101	Fitting birth-and-death queueing models to data. <i>Statistics and Probability Letters</i> , <b>2012</b> , 82, 998-1004	0.6	9
100	Nearly Periodic Behavior in the Overloaded G/D/s+GI Queue. <i>Stochastic Systems</i> , <b>2011</b> , 1, 340-410	1.7	9
99	A Time-Dependent Queueing-Network Model to Describe the Life-Cycle Dynamics of Private-Line Telecommunication Services. <i>Telecommunication Systems</i> , <b>2002</b> , 19, 9-38	2.3	9
98	Estimating Customer and Time Averages. <i>Operations Research</i> , <b>1993</b> , 41, 400-408	2.3	9
97	Spectral Theory for Skip-Free Markov Chains. <i>Probability in the Engineering and Informational Sciences</i> , <b>1989</b> , 3, 77-88	0.6	9
96	The marshall and stoyan bounds for IMRL/G/1 queues are tight. <i>Operations Research Letters</i> , <b>1982</b> , 1, 209-213	1	9
95	The continuity of queues. <i>Advances in Applied Probability</i> , <b>1974</b> , 6, 175-183	0.7	9
94	Complements to heavy traffic limit theorems for the GI/G/1 queue. <i>Journal of Applied Probability</i> , <b>1972</b> , 9, 185-191	0.8	9
93	STAFFING TO STABILIZE BLOCKING IN LOSS MODELS WITH TIME-VARYING ARRIVAL RATES. <i>Probability in the Engineering and Informational Sciences</i> , <b>2016</b> , 30, 185-211	0.6	9
92	Using a birth-and-death process to estimate the steady-state distribution of a periodic queue. <i>Naval Research Logistics</i> , <b>2015</b> , 62, 664-685	1.5	8
91	Using different response-time requirements to smooth time-varying demand for service. <i>Operations Research Letters</i> , <b>1999</b> , 24, 1-10	1	8
90	Diffusion approximations for queues with server vacations. <i>Advances in Applied Probability</i> , <b>1990</b> , 22, 706-729	0.7	8
89	Time-Varying Robust Queueing. <i>Operations Research</i> , <b>2019</b> , 67, 1766-1782	2.3	7
88	Stochastic grey-box modeling of queueing systems: fitting birth-and-death processes to data. <i>Queueing Systems</i> , <b>2015</b> , 79, 391-426	1.7	7
87	Algorithms for the upper bound mean waiting time in the GI/GI/1 queue. <i>Queueing Systems</i> , <b>2020</b> , 94, 327-356	1.7	7
86	Efficient simulation of non-Poisson non-stationary point processes to study queueing approximations. <i>Statistics and Probability Letters</i> , <b>2016</b> , 109, 202-207	0.6	7
85	Continuous-Time Markov Chain Models to Estimate the Premium for Extended Hedge Fund Lockups. <i>SSRN Electronic Journal</i> , <b>2012</b> ,	1	7
84	ESTIMATING WAITING TIMES WITH THE TIME-VARYING LITTLE'S LAW. <i>Probability in the Engineering and Informational Sciences</i> , <b>2013</b> , 27, 471-506	0.6	7

83	Heavy-traffic limits for nearly deterministic queues: stationary distributions. <i>Queueing Systems</i> , <b>2011</b> , 69, 145-173	1.7	7
82	Counterexamples for comparisons of queues with finite waiting rooms. <i>Queueing Systems</i> , <b>1992</b> , 10, 271-278	1.7	7
81	Multiple channel queues in heavy traffic. III: random server selection. <i>Advances in Applied Probability</i> , <b>1970</b> , 2, 370-375	0.7	7
80	Many-server loss models with non-poisson time-varying arrivals. <i>Naval Research Logistics</i> , <b>2017</b> , 64, 177-203	2.3	6
79	Markov chain models to estimate the premium for extended hedge fund lockups. <i>Wilmott Journal</i> , <b>2009</b> , 1, 263-293		6
78	Two-Moment Approximations for Maxima. <i>Operations Research</i> , <b>2007</b> , 55, 532-548	2.3	6
77	. <i>IEEE Transactions on Communications</i> , <b>1994</b> , 42, 857-861	6.9	6
76	Insensitivity for PS server farms with JSQ routing. <i>Performance Evaluation Review</i> , <b>2007</b> , 35, 24-26	0.4	6
75	Logarithmic Asymptotics for Steady-State Tail Probabilities in a Single- Server Queue <b>1993</b> ,		6
74	Resource-Sharing Models with State-Dependent Arrivals of Batches <b>1995</b> , 255-282		6
73	Periodic Little's Law. <i>Operations Research</i> , <b>2019</b> , 67, 267-280	2.3	5
72	Heavy-traffic limits for a single-server queue leading up to a critical point. <i>Operations Research Letters</i> , <b>2016</b> , 44, 796-800	1	5
71	Approximations for heavily loaded G/GI/n + GI queues. <i>Naval Research Logistics</i> , <b>2016</b> , 63, 187-217	1.5	5
70	Stability and structural properties of stochastic storage networks. <i>Journal of Applied Probability</i> , <b>1996</b> , 33, 1169-1180	0.8	5
69	Using Distributed-Event Parallel Simulation to Study Departures from Many Queues in Series. <i>Probability in the Engineering and Informational Sciences</i> , <b>1993</b> , 7, 159-186	0.6	5
68	On Stochastic Bounds for the Delay Distribution in the GI/G/s Queue. <i>Operations Research</i> , <b>1981</b> , 29, 604-608	1.5	5
67	Comparing Probability Measures on a Set with an Intransitive Preference Relation. <i>Management Science</i> , <b>1979</b> , 25, 505-511	3.9	5
66	Letter to the Editor's Guide to the Application of Limit Theorems for Sequences of Stochastic Processes. <i>Operations Research</i> , <b>1970</b> , 18, 1207-1213	2.3	5

65	Weak convergence of first passage time processes. <i>Journal of Applied Probability</i> , <b>1971</b> , 8, 417-422	0.8	5
64	Heavy-traffic fluid limits for periodic infinite-server queues. <i>Queueing Systems</i> , <b>2016</b> , 84, 111-143	1.7	5
63	A Rare-Event Simulation Algorithm for Periodic Single-Server Queues. <i>INFORMS Journal on Computing</i> , <b>2018</b> , 30, 71-89	2.4	5
62	Heavy-Traffic Limit of the GI/GI/1 Stationary Departure Process and Its Variance Function. <i>Stochastic Systems</i> , <b>2018</b> , 8, 143-165	1.7	5
61	Creating Work Breaks from Available Idleness. <i>Manufacturing and Service Operations Management</i> , <b>2018</b> , 20, 721-736	4.6	4
60	Diffusion approximation for an overloaded X model via a stochastic averaging principle. <i>Queueing Systems</i> , <b>2014</b> , 76, 347-401	1.7	4
59	Heavy-Traffic Limits for Nearly Deterministic Queues. <i>Journal of Applied Probability</i> , <b>2011</b> , 48, 657-678	0.8	4
58	REal-time delay estimation in call centers <b>2008</b> ,		4
57	The last departure time from an M t /G/1 queue with a terminating arrival process. <i>Queueing Systems</i> , <b>2008</b> , 58, 77-104	1.7	4
56	Resource Sharing for Book-Ahead and Instantaneous-Request Calls Using a CLT Approximation. <i>Telecommunication Systems</i> , <b>2001</b> , 16, 233-253	2.3	4
55	Stochastic limit laws for schedule makespans. <i>Stochastic Models</i> , <b>1996</b> , 12, 215-243		4
54	asymptotics for open-loop window flow control. <i>Journal of Applied Mathematics and Stochastic Analysis</i> , <b>1994</b> , 7, 337-356		4
53	Queue tests for renewal processes. <i>Operations Research Letters</i> , <b>1983</b> , 2, 7-12	1	4
52	Extremal models for the GI/GI/1 waiting-time tail-probability decay rate. <i>Operations Research Letters</i> , <b>2020</b> , 48, 770-776	1	4
51	Minimizing the Maximum Expected Waiting Time in a Periodic Single-Server Queue with a Service-Rate Control. <i>Stochastic Systems</i> , <b>2019</b> , 9, 261-290	1.7	4
50	The advantage of indices of dispersion in queueing approximations. <i>Operations Research Letters</i> , <b>2019</b> , 47, 99-104	1	4
49	Heavy-traffic limits for stationary network flows. <i>Queueing Systems</i> , <b>2020</b> , 95, 53-68	1.7	3
48	Extending the FCLT version of. <i>Operations Research Letters</i> , <b>2012</b> , 40, 230-234	1	3

47	Achieving Rapid Recovery in an Overload Control for Large-Scale Service Systems. <i>INFORMS Journal on Computing</i> , <b>2015</b> , 27, 491-506	2.4	3
46	Chapter 13 Analysis for Design. <i>Handbooks in Operations Research and Management Science</i> , <b>2006</b> , 13, 381-413		3
45	An algorithm to compute blocking probabilities in multi-rate multi-class multi-resource loss models. <i>Advances in Applied Probability</i> , <b>1995</b> , 27, 1104-1143	0.7	3
44	On the quality of poisson approximations. <i>Zeitschrift Für Wahrscheinlichkeitstheorie Und Verwandte Gebiete</i> , <b>1973</b> , 28, 23-36		3
43	Large Deviations Behavior of Counting Processes and Their Inverses <b>1993</b> ,		3
42	Numerical Transform Inversion to Analyze Teletraffic Models. <i>Teletraffic Science and Engineering</i> , <b>1994</b> , 1, 1043-1052		3
41	On the many-server fluid limit for a service system with routing based on delayed information. <i>Operations Research Letters</i> , <b>2021</b> , 49, 316-319	1	3
40	Extremal GI/GI/1 queues given two moments: exploiting Tchebycheff systems. <i>Queueing Systems</i> , <b>2021</b> , 97, 101-124	1.7	3
39	Marked point processes in discrete time. <i>Queueing Systems</i> , <b>2019</b> , 92, 47-81	1.7	2
38	A broad view of queueing theory through one issue. <i>Queueing Systems</i> , <b>2018</b> , 89, 3-14	1.7	2
37	A Poisson limit for the departure process from a queue with many busy servers. <i>Operations Research Letters</i> , <b>2016</b> , 44, 602-606	1	2
36	Heavy-traffic Limit for the Initial Content Process. <i>Stochastic Systems</i> , <b>2017</b> , 7, 95-142	1.7	2
35	A stochastic-difference-equation model for hedge-fund returns. <i>Quantitative Finance</i> , <b>2010</b> , 10, 701-733	1.6	2
34	Periodic load balancing. <i>Queueing Systems</i> , <b>1998</b> , 30, 203-250	1.7	2
33	Exploiting regenerative structure to estimate finite time averages via simulation. <i>ACM Transactions on Modeling and Computer Simulation</i> , <b>2007</b> , 17, 8	0.6	2
32	On reinforcement-depletion compartmental urn models. <i>Journal of Applied Probability</i> , <b>1989</b> , 26, 477-488	0.8	2
31	A priori bounds for approximations of Markov programs. <i>Journal of Mathematical Analysis and Applications</i> , <b>1979</b> , 71, 297-302	1.1	2
30	Limits for the superposition of m-dimensional point processes. <i>Journal of Applied Probability</i> , <b>1972</b> , 9, 462-465	0.8	2

29	Heavy-Traffic Limits for Nearly Deterministic Queues. <i>Journal of Applied Probability</i> , <b>2011</b> , 48, 657-678	0.8	2
28	Chattering and Congestion Collapse in an Overload Switching Control. <i>Stochastic Systems</i> , <b>2016</b> , 6, 132-219	1.7	2
27	Delay-Based Service Differentiation with Many Servers and Time-Varying Arrival Rates. <i>Stochastic Systems</i> , <b>2018</b> , 8, 230-263	1.7	2
26	Using simulation to study service-rate controls to stabilize performance in a single-server queue with time-varying arrival rate <b>2015</b> ,		1
25	The Maximum Throughput on a Golf Course. <i>Production and Operations Management</i> , <b>2015</b> , 24, 685-703	3.6	1
24	Heavy-traffic extreme value limits for Erlang delay models. <i>Queueing Systems</i> , <b>2009</b> , 63, 13-32	1.7	1
23	INFINITE-SERVER QUEUES WITH BATCH ARRIVALS AND DEPENDENT SERVICE TIMES. CORRIGENDUM. <i>Probability in the Engineering and Informational Sciences</i> , <b>2012</b> , 26, 455-455	0.6	1
22	Recovery from congestion in a large multi-server system. <i>Teletraffic Science and Engineering</i> , <b>1997</b> , 371-380		1
21	A comparison of the sliding window and the leaky bucket. <i>Queueing Systems</i> , <b>1995</b> , 20, 117-138	1.7	1
20	$H = \bar{G}$ and the Palm transformation. <i>Advances in Applied Probability</i> , <b>1992</b> , 24, 755-758	0.7	1
19	Approximating the admissible set in stochastic dominance. <i>Journal of Economic Theory</i> , <b>1980</b> , 23, 218-235	1.4	1
18	Limits for the superposition of m-dimensional point processes. <i>Journal of Applied Probability</i> , <b>1972</b> , 9, 462-465	0.8	1
17	Applying optimization theory to study extremal GI/GI/1 transient mean waiting times. <i>Queueing Systems</i> , 1	1.7	1
16	Using Simulation to Improve the Pace of Play. <i>International Journal of Golf Science</i> , <b>2017</b> , 6, 85-117		1
15	Heavy-traffic limits for nearly deterministic queues. <i>Performance Evaluation Review</i> , <b>2010</b> , 38, 15-17	0.4	1
14	SET-VALUED PERFORMANCE APPROXIMATIONS FOR THE QUEUE GIVEN PARTIAL INFORMATION. <i>Probability in the Engineering and Informational Sciences</i> , <b>2020</b> , 1-23	0.6	1
13	Queues with path-dependent arrival processes. <i>Journal of Applied Probability</i> , <b>2021</b> , 58, 484-504	0.8	1
12	A robust queueing network analyzer based on indices of dispersion. <i>Naval Research Logistics</i> ,	1.5	1

11	A central-limit-theorem version of the periodic Little's law. <i>Queueing Systems</i> , <b>2019</b> , 91, 15-47	1.7	1
10	Analyzing the pace of play in golf. <i>Journal of Sports Analytics</i> , <b>2015</b> , 1, 43-64	0.7	0
9	A fluid model for many-server queues with time-varying arrivals and phase-type service distribution. <i>Performance Evaluation Review</i> , <b>2012</b> , 39, 43-43	0.4	0
8	Continuous-time Markov chain models to estimate the premium for extended hedge fund lockups. <i>Annals of Operations Research</i> , <b>2013</b> , 211, 357-379	3.2	
7	Verifying cell loss requirements in high-speed communication networks. <i>Journal of Applied Mathematics and Stochastic Analysis</i> , <b>1998</b> , 11, 319-338		
6	Central-limit-theorem version of $L = \lambda W$ . <i>Stochastic Processes and Their Applications</i> , <b>1987</b> , 26, 226	1.1	
5	A new heavy-traffic limit theorem for many-server queues. <i>Advances in Applied Probability</i> , <b>1980</b> , 12, 295	0.7	
4	Winning the Hand of the Princess Saralinda. <i>Profiles in Operations Research</i> , <b>1999</b> , 231-246	1	
3	A fluid approximation for large-scale service systems. <i>Performance Evaluation Review</i> , <b>2010</b> , 38, 27-29	0.4	
2	Heavy traffic limits for queues with non-stationary path-dependent arrival processes.. <i>Queueing Systems</i> , <b>2022</b> , 1-23	1.7	
1	New decomposition approximations for queueing networks. <i>Queueing Systems</i> , 1	1.7	