TITLE: Queueing Analysis of a Priority-based Claim Processing System

SPEAKER: Basil Ibrahim, University of Waterloo,
CO-AUTHOR(S): Steve Drekic, University of Waterloo

ABSTRACT:
We propose a situation in which a single worker is responsible for processing incoming claims that can be classified as being one of two possible types. More specifically, we consider a priority-based system having separate buffers to store high priority and low priority incoming claims. We construct a mathematical model and perform queueing analysis to evaluate the performance of this priority-based system, which incorporates the possibility of claims being redistributed, lost, or prematurely processed.