

MSOM Service Management Special Interest Group (SIG) Conference Program

UNC Kenan-Flagler Business School

Monday June 19 2017

McColl 2575

Co-chairs:

Philipp Afèche
Amy Ward

University of Toronto
University of Southern California

Schedule

Note: The Service SIG starts 30 minutes before the other SIGs.
Please be advised to take the early shuttle from your hotel, to reach the Kenan-Flagler School around 7:30 AM.

7:30 AM	Registration Opens
7:30 AM - 8:00 AM	Breakfast
8:00 AM - 10:15 AM	Session A
10:15 AM - 10:30 AM	Coffee Break
10:30 AM - 12:00 PM	Session B
12:00 PM - 1:30 PM	Lunch
1:30 PM - 3:00 PM	Session C
3:00 PM - 3:30 PM	Coffee Break
3:30 PM - 5:00 PM	Session D
5:00 PM - 6:30 PM	Break/Transportation to Reception
5:30 PM - 8:30 PM	Reception at Carolina Inn
6:30 PM - 9:00 PM	Return transportation to Kenan-Flagler and conference hotels

7:30 AM-8:00 AM BREAKFAST & REGISTRATION

8:00 AM-10:15 AM SESSION A ***Invite Your Friend and You'll Move up in Line: Leveraging Social Ties via Operational Incentives***

Strategic Queueing **Luyi Yang** and Laurens Debo
Discussant: Gad Allon

Pooling Queues with Discretionary Service Capacity

Mor Armony, **Guillaume Roels**, and Hummy Song
Discussant: Rob Shumsky

Impact of Callers' History on Abandonment: Model and Implications

Seyed Morteza Emadi and Jayashankar Swaminathan
Discussant: Marcelo Olivares

10:15 AM-10:30 AM COFFEE BREAK

10:30 AM-12:00 PM SESSION B ***The Costs and Benefits of Sharing: Sequential Individual Rationality and Fairness***

Ridesharing Incentives **Ragavendran Gopalakrishnan**, Koyel Mukherjee, and Theja Tulabandhula
Discussant: Ramandeep Randhawa

Spatial Pricing in Ride-Sharing Networks

Kostas Bimpikis, Ozan Candogan, and **Daniela Saban**
Discussant: Azarakhsh Malekian

12:00 PM-1:30 PM LUNCH

1:30 PM-3:00 PM SESSION C ***We Are on the Way: Analysis of On-Demand Ride Hailing Systems***

Ridesharing Operations Guiyun Feng, **Guangwen Kong**, and Zizhuo Wang
Discussant: Rouba Ibrahim

Dynamic Matching for Real-Time Ridesharing

Erhun Özkan and Amy R. Ward
Discussant: Rene Caldentey

3:00 PM-3:30 PM COFFEE BREAK

3:30 PM-5:00 PM SESSION D ***Learning in Repeated Auctions with Budgets: Regret Minimization and Equilibrium***

Revenue Management Santiago R. Balseiro and **Yonatan Gur**
Discussant: Negin Golrezaei

The Limit of Rationality in Choice Modeling: Formulation, Computation, and Implications

Srikanth Jagabathula and Paat Rusmevichientong
Discussant: Omar Besbes

5:30 PM-8:30 PM RECEPTION AT CAROLINA INN