Call for Papers
Operations Research
Special Issue on Behavioral Queueing Science

Guest Editors

Armann Ingolfsson
University of Alberta, Canada, armann.ingolfsson@ualberta.ca

Avishai Mandelbaum
Technion-Israel Institute of Technology, Israel, avim@ie.technion.ac.il

Kenneth L. Schultz
bopschultz@gmail.com

Galit B. Yom-Tov
Technion-Israel Institute of Technology, Israel, gality@technion.ac.il

Customers and servers in queueing systems co-produce service. Successful design and operation of queueing systems requires an empirically-grounded understanding of how customers and servers behave and mathematical models that incorporate salient aspects of customer and server behavior. In this special issue, we aim to publish articles that advance knowledge about how servers and customers behave and interact, and how such behaviors can be inferred, modelled and analyzed. We wish to advance the dialogue between empirical researchers, data scientists, and mathematical modelers. We are looking for papers that fall into one (or both) of the following categories:

1. Large data studies or field or laboratory experiments, as well as other empirical work that investigates mechanisms through which server or customer behavior impacts or is affected by system performance, or compares the empirical findings to predictions from existing mathematical models.
2. Analytical work that involves the formulation, analysis, and validation of mathematical models that are informed by empirical evidence regarding server or customer behavior.

We particularly wish to encourage papers that fall into both categories, namely, that make both empirical and theoretical contributions. All analysis methods are welcome.

Submissions will be evaluated based on their contribution towards improved understanding of the behavior of servers and customers, development of insightful methods to analyze queueing-related data, and development of better models of queueing and service systems.

Timeline and Process

- **Submission deadline: June 1, 2020 [extended].**
- First-round decisions and feedback: November 1, 2020.
- Second-round submissions: March 1, 2021.

Submission Instructions

Please submit your manuscript online in ScholarOne Manuscripts at:
http://mc.manuscriptcentral.com/opre. You must select Special Issue on Behavioral Queueing Science as the Manuscript Type in Step 1 of the submission process.