

Experiment 1

policy	callMult	emailMULT	SL C	SL E	SoA	SoA E	OCC1	abandoned	Interrupted
1ServP	1.2	1.2	0.936 (0.934059, 0.937661)	0.943 (0.936589 0.95131)	0.081 (0.077535 0.083705)	59.788 (55.80228 62.76995)	0.841 0.835501 0.846965	11.45 10.98983 12.33017	1420.15 (1392.981 1452.179)
1ServP	1.2	1.3	0.934 (0.9313746 0.9366146)	0.922 (0.9073507, 0.9389417)	0.084 0.07947517 0.08839977	78.071 70.75157 85.55042	0.883 0.875361 0.8914426	11.73 10.948 12.512	1621.51 1576.826 1666.194
1ServP	1.2	1.4	0.935 (0.932254 0.9373071)	0.828 (0.7956303) 0.8629191)	0.082 0.07766329 0.08553963	113.168 103.6162 125.3191	0.920 0.9141858 0.9257427	11.35 8.880826 10.37917	1808.68 1775.998 1841.362
1ServP	1.3	1.2	0.919 (0.9164287 0.9222389)	0.882 (0.8587385, 0.9087546)	0.107 0.1011977 0.1124028	93.146 84.46006 103.2393	0.891 0.8824774 0.8985116	16.83 10.51036 12.18964	1749.89 1701.153 1798.627
1ServP	1.3	1.3	0.916 (0.9135208, 0.9195968)	0.775 (0.7419788, 0.8135645)	0.111 0.1044657 0.1169822	133.048 122.4445 145.9189	0.926 0.9199236 0.9324554	17.14 15.67403 17.98597	1940.75 1900.781 1980.719
1ServP	1.3	1.4	0.919 (0.9163217, 0.9220208)	0.597 (0.5579568, 0.6422696)	0.106 0.1006533 0.1109167	188.429 176.5206 204.8517	0.947 0.9431237 0.950581	16.92 16.00207 18.27793	2058.77 2033.778 2083.762
1ServP	1.4	1.2	0.893 (0.8900451, 0.8968854)	0.705 (0.6663353, 0.7462452)	0.149 0.142071 0.1552349	150.231 139.815 165.841	0.931 0.9268467 0.9357961	24.74 23.30455 26.17545	2053.6 2024.605 2082.595
1ServP	1.4	1.3	0.900 (0.8971461, 0.903462)	0.547 (0.5106259, 0.5882571)	0.137 0.1307747 0.1436314	200.077 189.8672 214.2617	0.946 0.9422753 0.948861	23.49 22.09591 24.88409	2147.36 2125.315 2169.405
1ServP	1.4	1.4	0.896 (0.8931268, 0.8992425)	0.427 (0.3943482, 0.4639541)	0.146 0.139705 0.152398	253.078 241.6344 271.5801	0.954 0.9507942 0.9571592	24.9 23.41877 26.38123	2191.71 2170.954 2212.466

Table 1. The results of 1ServP from Experiment 1, the values between brackets are the population mean with 95% confidence interval.

Policy	CMult.	EMult	Call SI	Email SL	SoA Call	SoA Email	Occ1	Abandon.	Interupt.
1Serv!P	1.2	1.2	0.833 (0.8305704, 0.8359822)	0.996 (0.9954996, 0.9969496)	0.186 0.1825908 0.1900498	10.204 10.04864 10.34514	0.661 0.6578495 0.664277	40.81 39.25153 42.36847	NaN
			0.818 (0.8150075, 0.8213815)	0.996 (0.9946599, 0.9964448)	0.204 0.1999153 0.2081705	10.629 10.45053 10.79229	0.682 0.6791761 0.6853798	46.13 44.19702 48.06298	NaN
1Serv!P	1.2	1.4	0.802 (0.7988913, 0.8051213)	0.995 (0.9935788, 0.995632)	0.224 0.2203341 0.2279596	11.167 10.96028 11.34797	0.702 0.6988023 0.7052855	47.67 45.8464 49.4936	NaN
			0.825 (0.8220872, 0.8271912)	0.997 (0.9958145, 0.9973517)	0.198 0.1940591 0.20147	10.403 10.2528 10.54182	0.678 0.6747529 0.6808957	45.81 44.04747 47.57253	NaN
1Serv!P	1.3	1.3	0.808 (0.8045386, 0.8102982)	0.996 (0.9946995, 0.9965715)	0.213 0.2097364 0.2169787	11.05 0.84659 11.22304	0.701 0.6976591 0.7046347	50.11 48.1256 52.0944	NaN
			0.793 (0.7888332, 0.7959859)	0.994 (0.9928325, 0.9951027)	0.235 0.2302802 0.2400625	11.473 11.23659 11.67186	0.718 0.7150309 0.721869	52.94 50.80893 55.07107	NaN
1Serv!P	1.4	1.2	0.814 (0.8108971, 0.8175675)	0.996 (0.9948304, 0.9968149)	0.206 0.2016894 0.211571	10.558 10.33996 10.7525	0.698 0.6948524 0.7010101	51.11 49.04122 53.17878	NaN
			0.798 (0.7947798, 0.8017715)	0.996 (0.9947836, 0.9965529)	0.226 0.2216877 0.2311194	11.344 11.09552 11.54717	0.717 0.7141688 0.7201972	55.31 53.38299 57.23701	NaN
1Serv!P	1.4	1.4	0.783 (0.7792417, 0.7855861)	0.993 (0.9920714, 0.9942578)	0.243 (0.2387583, 0.2480311)	11.744 11.47485 11.99242	0.737 0.7342759 0.740193	60.87 58.7071 63.0329	NaN

Table 2. The results of 1Serv!P from Experiment 1, the values between brackets are the population mean with 95% confidence interval.

Experiment 2.2 (Hill-climber)

Policy	CMult.	EMult	Call SI	mail SL	SoA Call	SoA Email	Occ1	Occ2	OccTotal	Abandon.	Interupt.
2ServP	1.2	1.2	0.940 (0.937,0.942)	0.953 (0.950, 0.956)	0.075 (0.072, 0.079)	58.465 (55.262, 61.668)	0.424 (0.417, 0.431)	0.862 (0.852, 0.87)	0.682 (0.675,0.688)	11.05 (10.177, 11.923)	729.7 (715.496, 743.904)
2ServP	1.2	1.3	0.936 (0.934,0.939)	0.928 (0.916, 0.941)	0.080 (0.076, 0.084)	79.657 (73.829, 85.485)	0.422 (0.416, 0.429)	0.900 (0.890,0.910)	0.704 (0.698, 0.710)	11.53 (10.725,12.335)	793.35 (779.144, 807.556)
2ServP	1.2	1.4	0.936 (0.934,0.939)	0.845 (0.816, 0.873)	0.080 (0.076, 0.085)	114.150 (105.816, 122.484)	0.417 (0.411, 0.424)	0.934 (0.925, 0.944)	0.72 (0.714, 0.726)	11.04 (10.136, 11.944)	852.69 (841.524, 863.856)
2ServP	1.3	1.2	0.918 (0.915,0.920)	0.933 (0.925, 0.942)	0.109 (0.104 ,0.115)	77.711 (72.688, 82.735)	0.434 (0.427, 0.440)	0.897 (0.887,0.908)	0.705 (0.699, 0.710)	16.99 (15.736, 18.244)	847.22 (831.713, 862.727)
2ServP	1.3	1.3	0.919 (0.917,0.922)	0.864 (0.840, 0.888)	0.106 (0.101 ,0.111)	111.003 (103.610,118.396)	0.422 (0.416, 0.428)	0.932 (0.922, 0.942)	0.717 (0.712, 0.723)	16.72 (15.587, 17.853)	925.8 (912.498, 939.102)
2ServP	1.3	1.4	0.917 (0.914,0.920)	0.713 (0.674, 0.752)	0.112 (0.106, 0.117)	153.103 (142.801, 163.405)	0.434 (0.427, 0.440)	0.950 (0.941, 0.958)	0.735 (0.730, 0.740)	16.55 (15.441, 17.659)	951.86 (942.059, 961.661)
2ServP	1.4	1.2	0.899 (0.896,0.902)	0.860 (0.834, 0.885)	0.139 (0.133,0.146)	111.814 (103.674, 119.955)	0.441 (0.434, 0.448)	0.929 (0.919, 0.938)	0.723 (0.717, 0.729)	23.77 (22.277, 25.263)	977.16 (961.657, 992.663)
2ServP	1.4	1.3	0.896 (0.893,0.899)	0.695 (0.655, 0.735)	0.146 (0.139,0.152)	160.348 (149.132, 171.565)	0.441 (0.434, 0.448)	0.946 (0.937, 0.956)	0.734 (0.729, 0.739)	24.27 (22.671, 25.869)	1019.91 (1008.604,1031.216)
2ServP	1.4	1.4	0.898 (0.895,0.901)	0.498 (0.461, 0.535)	0.143 (0.137,0.149)	216.024 (203.602, 228.446)	0.446 (0.439, 0.453)	0.958 (0.950, 0.966)	0.744 (0.739, 0.750)	24.21 (22.714, 25.706)	1046.38 (1036.316,1056.444)

Table 3. 2ServP (hill-climb solution), the values between brackets are the population mean with 95% confidence interval (Experiment 2.2).

Experiment 3 (Reduced shift results)

Policy	callMult	emailMult	Call SL	Email SL	Email SL 8H	SoA Call	SoA Email	Occ1	Occ2	Abandon.	Interrupt.
1Serv!P	1.2	1.2	0.836	0.998	1	0.181	9.913	0.668	NaN	35.9	0
			0.8325886	0.9974978		0.1773157	9.788207	0.6647695		34.27658	
			0.8383424	0.9985779		0.1850824	10.02697	0.6710821		37.52342	
1Serv!P	1.2	1.3	0.819	0.998	1	0.2	10.373	0.69	NaN	41.69	0
			0.8151638	0.9969276		0.1961404	10.19807	0.6865491		39.9984	
			0.8216043	0.9983669		0.2046067	10.5329	0.6926142		43.3816	
1Serv!P	1.2	1.4	0.801	0.997	1	0.222	10.841	0.709	NaN	43.57	0
			0.7973114	0.9961088		0.2183085	10.65391	0.7053274		41.87897	
			0.8034827	0.9978122		0.2260092	11.0051	0.7118834		45.26103	
1Serv!P	1.3	1.2	0.824	0.998	1	0.193	10.157	0.684	NaN	41.14	0
			0.8214094	0.9972291		0.1892496	10.00463	0.6812984		39.62991	
			0.8270963	0.9984499		0.1976893	10.29959	0.6875294		42.65009	
1Serv!P	1.3	1.3	0.807	0.997	1	0.211	10.712	0.708	NaN	46.32	0
			0.8031667	0.9968126		0.2074075	10.5303	0.7050464		44.43088	
			0.8096445	0.9981884		0.2155328	10.86673	0.7120208		48.20912	
1Serv!P	1.3	1.4	0.793	0.996	1	0.229	11.114	0.725	NaN	51.13	0
			0.7887585	0.9949419		0.2245533	10.89436	0.72149		48.94916	
			0.7961855	0.9968995		0.2345093	11.29942	0.7284854		53.31084	
1Serv!P	1.4	1.2	0.815	0.998	1	0.202	10.281	0.705	NaN	47.19	0
			0.8113202	0.9974406		0.1980883	10.10272	0.70186		45.27334	
			0.8174327	0.9986069		0.2073144	10.43662	0.7076836		49.10666	
1Serv!P	1.4	1.3	0.796	0.997	1	0.223	11.119	0.724	NaN	51.49	0
			0.7924101	0.9963879		0.2188661	10.85785	0.7213309		49.81332	
			0.7994032	0.9978858		0.2285441	11.32925	0.727212		53.16668	
1Serv!P	1.4	1.4	0.779	0.996	1	0.242	11.441	0.743	NaN	55.92	0
			0.7754534	0.995118		0.2379626	11.19037	0.7404735		53.98578	
			0.7818756	0.9968505		0.2467687	11.67261	0.7465175		57.85422	

Table 4. The results of 1Serv!P from Experiment 3, the values between brackets are the population mean with 95% confidence interval.

Policy	callMult	emailMult	Call SL	Email SL	Email SL 8H	SoA Call	SoA Email	Occ1	Occ2	Abandon.	Interrupt.
1ServP	1.2	1.2	0.943 0.9413973 0.9447361	0.935 0.9279324 0.947097	0.999	0.07 0.06629097 0.07191253	66.205 61.58441 69.99786	0.859 0.8535212 0.8651351	NaN	9.71 9.122114 10.27789	1526.27 1493.87 1556.12
1ServP	1.2	1.3	0.942 0.9391527 0.9443133	0.898 0.8783412 0.920516	1	0.072 0.06743154 0.07586018	89.869 81.54485 98.6907	0.899 0.8916289 0.906767	NaN	9.73 8.989798 10.4702	1722.08 1679.416 1764.744
1ServP	1.2	1.4	0.942 0.9403338 0.944822	0.784 0.7482641 0.8242892	0.992	0.069 0.06547488 0.07247804	130.502 120.3674 144.098	0.931 0.925419 0.9360276	NaN	9.28 8.546693 10.01331	1888.03 1858.873 1917.187
1ServP	1.3	1.2	0.927 0.9218851 0.9274779	0.838 0.8095193 0.8717144	0.995	0.094 0.08850104 0.09891528	109.008 99.13998 121.3352	0.906 0.898683 0.9135409	NaN	14.89 13.79995 15.98005	1852.77 1806.894 1898.646
1ServP	1.3	1.3	0.925 0.9241319 0.9293692	0.701 0.6629107 0.746815	0.981	0.096 0.09082759 0.1015299	154.535 142.7682 170.111	0.935 0.9297102 0.9402136	NaN	14.5 13.43819 15.56181	2016.7 1981.999 2051.401
1ServP	1.3	1.4	0.927 0.9241319 0.9293692	0.531 0.496019 0.5714424	0.928	0.092 0.08721575 0.09642317	210.21 197.7254 226.9438	0.951 0.9481184 0.9543337	NaN	13.92 12.89315 14.94685	2106.05 2085.809 2126.291
1ServP	1.4	1.2	0.903 0.8996101 0.9059291	0.646 0.6057254 0.6889347	0.963	0.13 0.1238277 0.1358655	169.342 158.741 186.1168	0.94 0.9360261 0.9432478	NaN	21.38 20.09539 22.66461	2127.67 2102.229 2153.111
1ServP	1.4	1.3	0.909 0.9059447 0.9120866	0.471 0.4380672 0.5071647	0.911	0.12 0.1138128 0.1260806	228.146 217.9706 241.886	0.951 0.9481515 0.9541245	NaN	19.44 18.31003 20.56997	2210.8 2190.563 2231.037
1ServP	1.4	1.4	0.905 0.9018512 0.9080137	0.375 0.345891 0.4092666	0.794	0.13 0.1235786 0.135901	282.138 270.0519 303.2517	0.957 0.9545044 0.9603989	NaN	20.78 19.54727 22.01273	2244.56 2223.217 2265.903

Table 5. The results of 1ServP from experiment 3, the values between brackets are the population mean with 95% confidence interval.

Policy	callMult	emailMult	Call SL	Email SL	Email SL 8H	SoA Call	SoA Email	Occ1	Occ2	Abandon.	Interrupt.
2Serv!P	1.2	1.2	0.863	0.967	1	0.145	34.136	0.451	0.73	24.43	0
			0.8605465	0.965365		0.1412857	33.12693	0.4501374	0.7261914	23.23139	
			0.8653681	0.967705		0.1477052	35.01879	0.456823	0.7377137	25.62861	
2Serv!P	1.2	1.3	0.848	0.966	1	0.16	39.056	0.452	0.772	28.32	0
			0.844583	0.9643359		0.1560346	37.93584	0.4503826	0.7680446	27.02119	
			0.8508803	0.966923		0.1638163	40.03819	0.4580262	0.7796134	29.61881	
2Serv!P	1.2	1.4	0.835	0.965	1	0.175	42.662	0.449	0.797	31.1	0
			0.8318801	0.96332		0.1704028	41.35025	0.447898	0.7930771	29.64231	
			0.8387215	0.9664162		0.1791173	43.78168	0.4556863	0.805114	32.55769	
2Serv!P	1.3	1.2	0.842	0.967	1	0.169	34.885	0.475	0.745	31.19	0
			0.8397958	0.9653036		0.1646886	33.86984	0.4740635	0.7410184	29.92444	
			0.8450338	0.9683554		0.1726102	35.79082	0.4825552	0.7521882	32.45556	
2Serv!P	1.3	1.3	0.828	0.966	1	0.184	39.307	0.473	0.781	33.76	0
			0.8252387	0.9644321		0.1796221	38.01395	0.4725223	0.7774548	32.43775	
			0.8312766	0.9671583		0.1877556	40.42142	0.4804135	0.7878348	35.08225	
2Serv!P	1.3	1.4	0.813	0.965	1	0.2	44.869	0.473	0.81	37.97	0
			0.8093485	0.963746		0.1955124	43.38988	0.47213	0.8059225	36.49335	
			0.8165636	0.9660164		0.2046005	46.17886	0.4819873	0.8169281	39.44665	
2Serv!P	1.4	1.2	0.822	0.966	1	0.195	35.658	0.497	0.755	38.46	0
			0.8187054	0.9647073		0.1898267	34.55049	0.4964395	0.7515043	36.99825	
			0.8253443	0.967715		0.1996802	36.57864	0.505072	0.7613531	39.92175	
2Serv!P	1.4	1.3	0.809	0.966	1	0.206	39.988	0.497	0.785	39.44	0
			0.8055257	0.9647486		0.2013648	38.85616	0.4962921	0.7813379	37.72513	
			0.8120904	0.967215		0.2103146	40.90109	0.5042749	0.7931089	41.15487	
2Serv!P	1.4	1.4	0.788	0.966	1	0.23	47.072	0.496	0.823	45.8	0
			0.7840695	0.9646502		0.2245857	45.55865	0.4951212	0.8202222	44.07803	
			0.7917342	0.9673897		0.235521	48.3662	0.5044421	0.8295742	47.52197	

Table 6. The results of 2Serv!P from experiment 3, the values between brackets are the population mean with 95% confidence interval.

Policy	callMult	emailMult	Call SL	Email SL	Email SL 8H	SoA Call	SoA Email	Occ1	Occ2	Abandon.	Interrupt.
2ServP	1.2	1.2	0.944	0.957	1	0.068	60.919	0.579	0.821	8.89	608.54
			0.9420903	0.9539648		0.06500017	57.31273	0.5780038	0.8134259	8.207353	592.5371
			0.9461224	0.9612341		0.07162115	64.09861	0.5863303	0.8354368	9.572647	624.5429
2ServP	1.2	1.3	0.943	0.929	1	0.068	80.075	0.58	0.877	9.42	686.81
			0.9411035	0.9168427		0.06415183	74.47739	0.57927	0.871565	8.675873	672.2177
			0.945808	0.9427964		0.07245441	85.88728	0.5870269	0.8878011	10.16413	701.4023
2ServP	1.2	1.4	0.947	0.885	1	0.064	101.892	0.572	0.911	9.36	728.21
			0.9442401	0.8641382		0.05953813	94.74444	0.570856	0.9065107	8.671191	714.9706
			0.9491397	0.9066672		0.06753211	109.7769	0.5791896	0.921033	10.04881	741.4494
2ServP	1.3	1.2	0.927	0.931	1	0.092	76.764	0.598	0.867	14.48	746.26
			0.9246343	0.9206141		0.08732315	72.08159	0.5973173	0.8615143	13.46727	730.2071
			0.9300412	0.9437644		0.09668404	81.30938	0.6055588	0.8794525	15.49273	762.3129
2ServP	1.3	1.3	0.928	0.884	1	0.091	101.77	0.597	0.918	13.9	823.78
			0.9253195	0.8604013		0.08552543	94.70293	0.595772	0.9141897	12.71802	811.881
			0.9308261	0.9112626		0.09585849	109.6648	0.6045641	0.9261995	15.08198	835.679
2ServP	1.3	1.4	0.927	0.74	0.997	0.093	147.435	0.6	0.945	14.3	859.82
			0.9243736	0.7057264		0.08809255	139.1479	0.5985321	0.9419079	13.33553	848.976
			0.9298441	0.778296		0.09853152	157.6886	0.607939	0.9513546	15.26447	870.664
2ServP	1.4	1.2	0.909	0.836	0.999	0.122	118.032	0.616	0.913	19.68	913.63
			0.9057245	0.8069027		0.1154467	109.0625	0.6152301	0.9091181	18.32397	898.8124
			0.9117797	0.8709418		0.1276654	128.0876	0.6246021	0.9240117	21.03603	928.4476
2ServP	1.4	1.3	0.909	0.708	0.982	0.119	158.397	0.622	0.938	18.96	941.75
			0.9058877	0.6675527		0.11301	147.7759	0.6207796	0.9351046	17.50849	930.5
			0.9125626	0.755652		0.1255468	173.1521	0.6297137	0.9457175	20.41151	953
2ServP	1.4	1.4	0.908	0.506	0.941	0.123	219.947	0.62	0.959	20.37	983.1
			0.9052527	0.4714462		0.1164699	209.4186	0.6186299	0.9566097	19.10634	971.7401
			0.9113302	0.5470361		0.1287848	233.8674	0.627413	0.964709	21.63366	994.4599

Table 7. The results of 2ServP from experiment 3, the values between brackets are the population mean with 95% confidence interval.

Policy	callMult	emailMult	Call SL	Email SL	Email SL 8H	SoA Call	SoA Email	Occ1	Occ2	Abandon.	Interrupt.
2ServSep	1.2	1.2	0.788 0.784509 0.7924577	0.922 0.9133985 0.9331465	0.304 0.2960812 0.312222	90.103 85.10476 94.64851	0.565 0.5625652 0.5684622	0.895 0.8880384 0.9002554	47.92 46.12284 49.71716	0	
2ServSep	1.2	1.3	0.788 0.7841918 0.792584	0.786 0.7566512 0.8205549	0.308 0.2990131 0.3175019	136.229 128.2113 145.0623	0.568 0.5661054 0.5710481	0.931 0.9263165 0.9342457	47.96 46.02532 49.89468	0	
2ServSep	1.2	1.4	0.787 0.7830412 0.7911949	0.644 0.6110223 0.6829509	0.305 0.2968149 0.3128746	173.53 165.8431 182.508	0.568 0.5657035 0.5715919	0.944 0.9405463 0.9463031	48.2 46.11073 50.28927	0	
2ServSep	1.3	1.2	0.737 0.732273 0.7417971	0.929 0.9203015 0.9385174	0.398 0.3870126 0.4080043	87.785 82.91536 92.25924	0.607 0.6046899 0.6113566	0.895 0.8889222 0.8987799	68.06 65.38124 70.73876	0	
2ServSep	1.3	1.3	0.736 0.7319341 0.7411455	0.841 0.8175553 0.8686878	0.401 0.3897088 0.4110597	124.818 117.5808 132.4037	0.611 0.6083678 0.6145539	0.931 0.9263207 0.9339188	68.09 65.56071 70.61929	0	
2ServSep	1.3	1.4	0.738 0.7332202 0.7426326	0.606 0.5703667 0.6464893	0.395 0.3840506 0.404663	183.494 174.9163 193.944	0.611 0.6076673 0.6143424	0.946 0.9432103 0.9483739	68.55 65.821 71.279	0	
2ServSep	1.4	1.2	0.687 0.6821211 0.6919565	0.922 0.9100041 0.9353849	0.492 0.4803014 0.5024549	90.516 84.96069 95.68702	0.647 0.64422 0.65085	0.895 0.8873714 0.9005501	91.63 88.50542 94.75458	0	
2ServSep	1.4	1.3	0.688 0.6843093 0.6911567	0.809 0.7939997 0.8358094	0.493 0.4829271 0.4993927	132.319 125.8298 137.3407	0.648 0.6466682 0.6508114	0.929 0.9247885 0.9308464	93.43 91.65057 96.07943	0	
2ServSep	1.4	1.4	0.684 0.6798034 0.6897073	0.624 0.590534 0.664342	0.499 0.4864918 0.5107702	178.028 169.5022 187.5517	0.649 0.6462911 0.6527761	0.944 0.9396645 0.9464388	94.86 91.44191 98.27809	0	

Table 8. The results of 2ServSep from experiment 3, the values between brackets are the population mean with 95% confidence interval.