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A Multi-Station System for Reducing Congestion in High-Variability Queues

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## Highlights

- We develop a multi-station scheme for reducing delay in high variability queues
- We show that our model performs better than standard systems in the literature
- We find that having a “moderate” number of stations (3-4) is a good practice
- We compare the accuracy of two-moment approximations for  $M/G/c$  mean delay

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