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Dynamic Appointment Scheduling with Wait-Dependent Abandonment

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Highlights

- An appointment scheduling system with wait-dependent abandonment is proposed.
- Dynamical appointment scheduling is used to reduce blind and useless wait.
- A Markov decision process model optimizes revenue and customers' experience of wait.
- Properties of the optimal policy are investigated both theoretically and numerically.
- Benefit from instituting the appointment scheduling system is checked numerically.

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