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Multi-Server Accumulating Priority Queues with Heterogeneous Servers

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Highlights

- The first to obtain waiting time distributions for the heterogeneous server queue.
- Results are for head-of-line, non-preemptive & accumulating priority disciplines.
- We derive a conservation law for average waiting times for multi-server systems.
- Contrary to intuition, the degree of heterogeneity in the system can be optimized.

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