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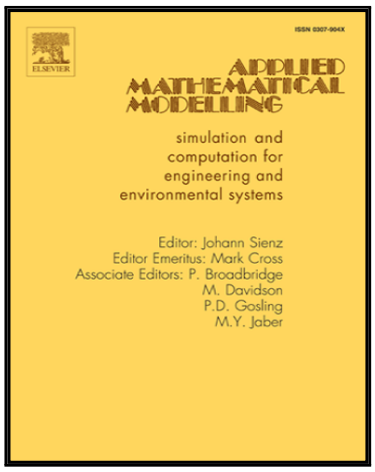

On an unreliable-server retrial queue with customer feedback and impatience

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Highlights

- A feedback retrial system with unreliable servers and impatient customers is studied.
- We develop a recursive solver algorithm for calculating the stationary distribution.
- We derive a cost function to optimize the system parameters.
- We employ three heuristic algorithms to implement optimization tasks.
- A comparison is made to justify the correctness of approximate optimal solution.

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