

e-companion

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Electronic Companion—“Call-Center Labor Cross-Training: It’s a Small World After All” by Seyed M. R. Iravani, Bora Kolfal, and Mark P. Van Oyen, *Management Science* 2007, 53(7) 1102–1112.

Online Appendix

Figure EC.1 Structures for Demand Vector $\mathcal{D}_2 = (1.5, 1.5, 1.5, 0.5, 0.5, 0.5)$

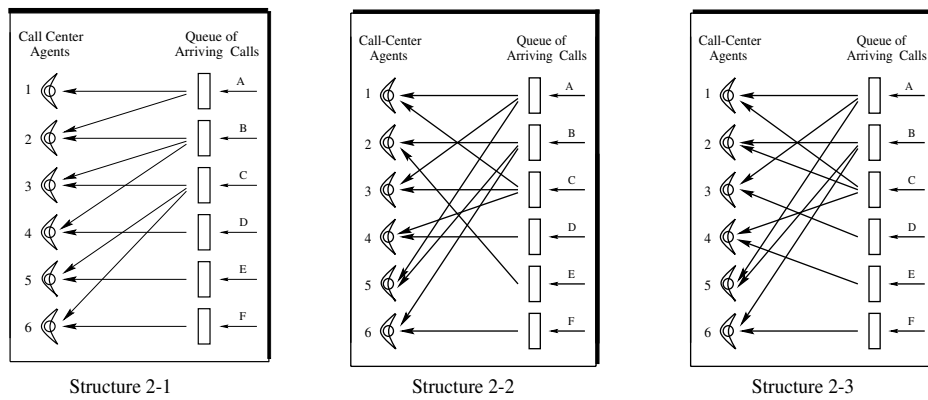


Figure EC.2 WS Networks for Demand Vector $\mathcal{D}_2 = (1.5, 1.5, 1.5, 0.5, 0.5, 0.5)$

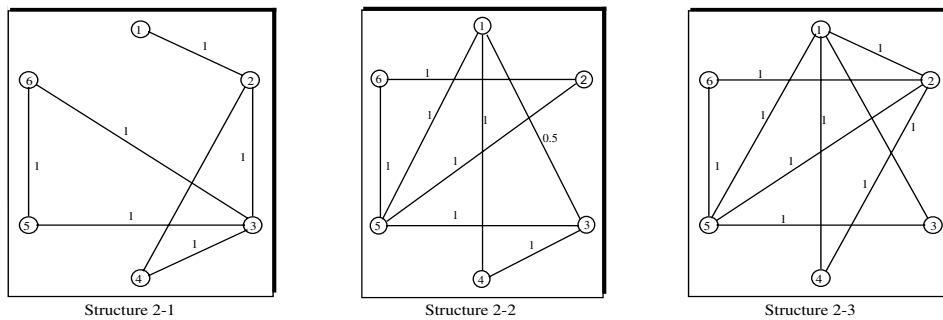


Figure EC.3 Structures for Demand Vector $\mathcal{D}_3 = (1.5, 1, 0.5, 0.5, 1, 1.5)$

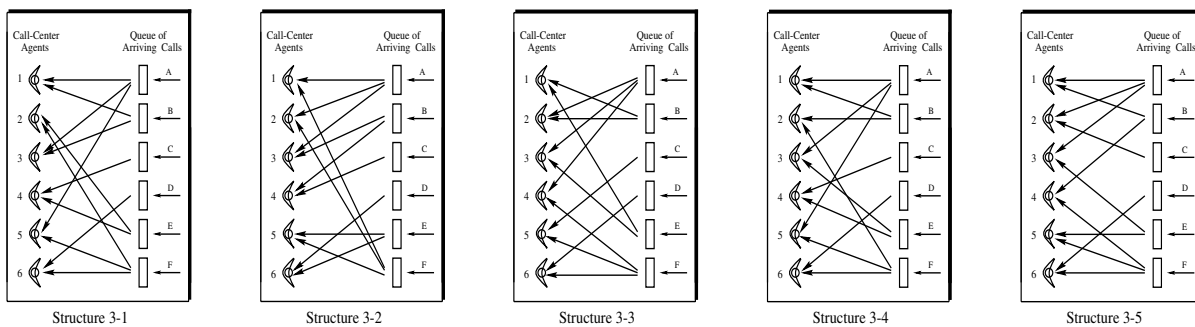


Figure EC.4 WS Networks for Demand Vector $\mathcal{D}_3 = (1.5, 1, 0.5, 0.5, 1, 1.5)$

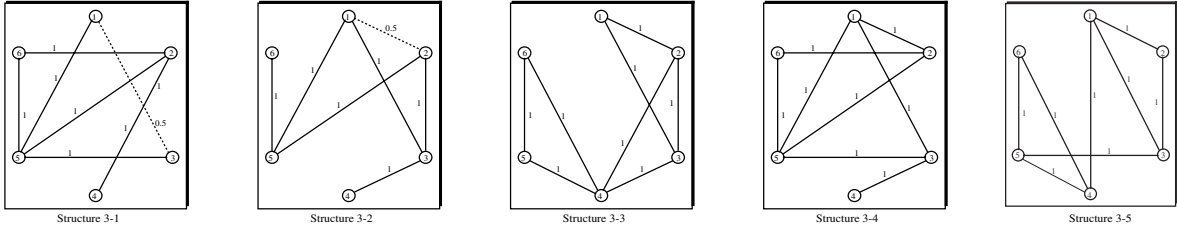


Figure EC.5 Structures for Demand Vector $\mathcal{D}_4 = (0.5, 0.5, 1, 1, 2, 2, 1, 1, 0.5, 0.5)$

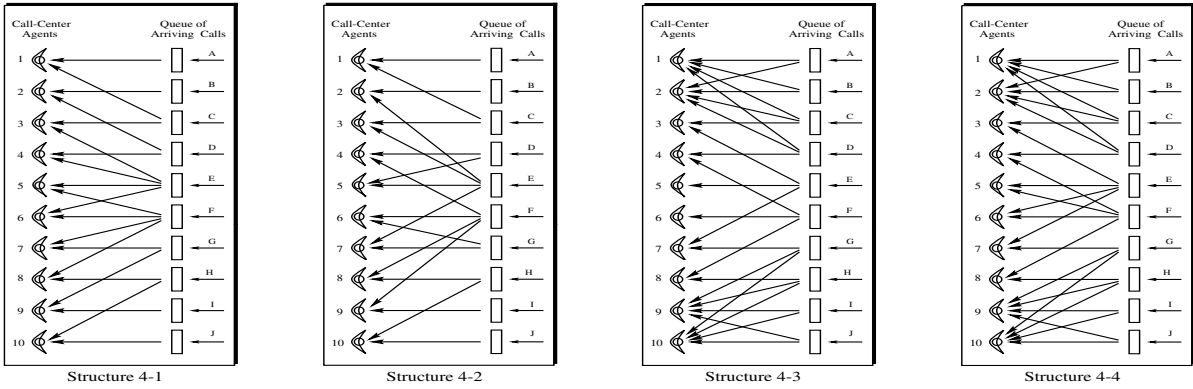


Figure EC.6 WS Networks for Demand Vector $\mathcal{D}_4 = (0.5, 0.5, 1, 1, 2, 2, 1, 1, 0.5, 0.5)$

