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**Jamol Pender\***, 228 Rhode Hall, Ithaca, NY 14853. *Queueing Theory in the Age of Technology.*

Many service systems provide real-time information to their customers via smartphones with the goal of reducing the customers' anxiety of the unknown. However, the information might be unreliable or not given in real-time. In this talk, we show how to prove fluid and diffusion limit theorems for a state dependent finite server queueing model where customers choose which queue to join by a generalized customer choice model and where the information about the queue length is updated in discrete intervals. We compare our queueing model with periodic updates against queues that update constantly, but are delayed by a constant. We also show using data from Disneyland that giving customers information via smartphones may not be a smart decision. (Received September 25, 2018)