

**Título:****INFERÊNCIA E OTIMIZAÇÃO EM FILAS (Estimation and Optimization in Queues)****Abstract:**

The project is oriented to the study of Markovian arrival general-independent service-time distribution finite queues, i.e., in Kendall notation,  $M/G/c/K$  queues, their special cases, and their inherent statistical estimation problems. Well-known statistical inference techniques must be adapted and refined for application in estimation in queues. The general objective is to achieve a better understanding of such important stochastic models, specifically looking at practical applications.

**Keywords:** Queues; general queues; finite queues; queueing networks; inference in queues, optimization in queues.