

$$E[T] = 1/(\mu - \lambda) = \bar{T}_X / (1 - \rho)$$

$$P_B = ((1 - \rho)\rho^N) / (1 - \rho^{N+1})$$

$\lambda$  = Average Arrival Rate

$\mu$  = Average Service Rate

$\bar{T}_X$  = Average Service Time