

Eva Petitedemange, Elyes Lamine, Franck Fontanili, & Matthieu Luras. (2020). Enhancing Emergency Call Centers' Performance Through a Data-driven Simulation Approach. In Amanda Hughes, Fiona McNeill, & Christopher W. Zobel (Eds.), *ISCRAM 2020 Conference Proceedings - 17th International Conference on Information Systems for Crisis Response and Management* (pp. 218–227). Blacksburg, VA (USA): Virginia Tech.