

Alireza Faed

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/11149594/publications.pdf>

Version: 2024-02-01

4
papers

48
citations

2682572

2
h-index

2917675

2
g-index

4
all docs

4
docs citations

4
times ranked

46
citing authors

#	ARTICLE	IF	CITATIONS
1	Intelligent customer complaint handling utilising principal component and data envelopment analysis (PDA). Applied Soft Computing Journal, 2016, 47, 614-630.	7.2	21
2	A methodology to map customer complaints and measure customer satisfaction and loyalty. Service Oriented Computing and Applications, 2014, 8, 33-53.	1.6	20
3	Intelligent CRM on the Cloud. , 2010, , .		5
4	A conceptual model for interactivity, complaint and expectation for CRM. , 2010, , .		2