

Achal Bassamboo

List of Publications by Year in descending order

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39
papers

1,762
citations

361413

20
h-index

361022

35
g-index

39
all docs

39
docs citations

39
times ranked

980
citing authors

#	ARTICLE	IF	CITATIONS
1	Understanding Customer Retrials in Call Centers: Preferences for Service Quality and Service Speed. Manufacturing and Service Operations Management, 2022, 24, 1002-1020.	3.7	12
2	When Service Times Depend on Customers' Delays: A Relationship Between Two Models of Dependence. Operations Research, 2022, 70, 3345-3354.	1.9	2
3	The Effects of Menu Costs on Retail Performance: Evidence from Adoption of the Electronic Shelf Label Technology. Management Science, 2021, 67, 242-256.	4.1	14
4	A General Framework to Compare Announcement Accuracy: Static vs. LES-Based Announcement. Management Science, 2021, 67, 4191-4208.	4.1	7
5	The autonomous flexible labor force. Managerial and Decision Economics, 2021, 42, 516-527.	2.5	1
6	The Reference Effect of Delay Announcements: A Field Experiment. Management Science, 2021, 67, 7417-7437.	4.1	13
7	Worker poaching in a supply chain: Enemy from within?. Managerial and Decision Economics, 2020, 41, 695-709.	2.5	0
8	Inventory Auditing and Replenishment Using Point-of-Sales Data. Production and Operations Management, 2020, 29, 1219-1231.	3.8	8
9	Service System with Dependent Service and Patience Times. Management Science, 2019, 65, 1151-1172.	4.1	21
10	Welfare Implications of Inventory-Driven Dynamic Pricing. Management Science, 2019, 65, 5741-5765.	4.1	14
11	Learning from Inventory Availability Information: Evidence from Field Experiments on Amazon. Management Science, 2019, 65, 1216-1235.	4.1	102
12	Managing Customer Expectations and Priorities in Service Systems. Management Science, 2018, 64, 3942-3970.	4.1	30
13	How Do Delay Announcements Shape Customer Behavior? An Empirical Study. Management Science, 2017, 63, 1-20.	4.1	103
14	Skill Management in Large-Scale Service Marketplaces. Production and Operations Management, 2017, 26, 2050-2070.	3.8	12
15	Does the Past Predict the Future? The Case of Delay Announcements in Service Systems. Management Science, 2017, 63, 1762-1780.	4.1	34
16	Scheduling Homogeneous Impatient Customers. Management Science, 2016, 62, 2129-2147.	4.1	42
17	Information Sharing in Supply Chains: An Empirical and Theoretical Valuation. Management Science, 2015, 61, 2803-2824.	4.1	87
18	Designing flexible systems using a new notion of submodularity. Operations Research Letters, 2013, 41, 107-111.	0.7	4

#	ARTICLE	IF	CITATIONS
19	Facility Location Decisions with Random Disruptions and Imperfect Estimation. Manufacturing and Service Operations Management, 2013, 15, 239-249.	3.7	113
20	Bounded Rationality in Service Systems. Manufacturing and Service Operations Management, 2013, 15, 263-279.	3.7	105
21	Large-Scale Service Marketplaces: The Role of the Moderating Firm. Management Science, 2012, 58, 1854-1872.	4.1	98
22	A Little Flexibility Is All You Need: On the Asymptotic Value of Flexible Capacity in Parallel Queuing Systems. Operations Research, 2012, 60, 1423-1435.	1.9	63
23	The Impact of Delaying the Delay Announcements. Operations Research, 2011, 59, 1198-1210.	1.9	46
24	“We Will Be Right with You” Managing Customer Expectations with Vague Promises and Cheap Talk. Operations Research, 2011, 59, 1382-1394.	1.9	139
25	Buying from the Babbling Retailer? The Impact of Availability Information on Customer Behavior. Management Science, 2011, 57, 713-726.	4.1	64
26	Optimal Flexibility Configurations in Newsvendor Networks: Going Beyond Chaining and Pairing. Management Science, 2010, 56, 1285-1303.	4.1	87
27	Capacity Sizing Under Parameter Uncertainty: Safety Staffing Principles Revisited. Management Science, 2010, 56, 1668-1686.	4.1	86
28	Threshold incentives over multiple periods and the sales hockey stick phenomenon. Naval Research Logistics, 2010, 57, 503-518.	2.2	15
29	On the Accuracy of Fluid Models for Capacity Sizing in Queuing Systems with Impatient Customers. Operations Research, 2010, 58, 1398-1413.	1.9	69
30	On a Data-Driven Method for Staffing Large Call Centers. Operations Research, 2009, 57, 714-726.	1.9	47
31	Dynamics of New Product Introduction in Closed Rental Systems. Operations Research, 2009, 57, 1347-1359.	1.9	21
32	Pointwise Stationary Fluid Models for Stochastic Processing Networks. Manufacturing and Service Operations Management, 2009, 11, 70-89.	3.7	9
33	Portfolio Credit Risk with Extremal Dependence: Asymptotic Analysis and Efficient Simulation. Operations Research, 2008, 56, 593-606.	1.9	87
34	On the inefficiency of state-independent importance sampling in the presence of heavy tails. Operations Research Letters, 2007, 35, 251-260.	0.7	10
35	Efficient Importance Sampling for Reduced Form Models in Credit Risk. , 2006, , .		10
36	Optimal Resource Allocation in Two Stage Sampling of Input Distributions. , 2006, , .		0

#	ARTICLE	IF	CITATIONS
37	Design and Control of a Large Call Center: Asymptotic Analysis of an LP-Based Method. Operations Research, 2006, 54, 419-435.	1.9	115
38	Dynamic Routing and Admission Control in High-Volume Service Systems: Asymptotic Analysis via Multi-Scale Fluid Limits. Queueing Systems, 2005, 51, 249-285.	0.9	71
39	When Service Times Depend on Customers' Delays: A Solution to Two Empirical Challenges. SSRN Electronic Journal, 0, , .	0.4	1