Daniel Altman

List of Publications by Year
in descending order

4 papers	193 citations	2258059 3 h-index	2550090 3 g-index
4 all docs	4 docs citations	4 times ranked	214 citing authors

#	Article	IF	Citations
1	The Future of Frontline Research. Journal of Service Research, 2017, 20, 91-99.	12.2	137
2	Do Customer Emotions Affect Agent Speed? An Empirical Study of Emotional Load in Online Customer Contact Centers. Manufacturing and Service Operations Management, 2021, 23, 854-875.	3.7	22
3	Digital Traces: New Data, Resources, and Tools for Psychological-Science Research. Current Directions in Psychological Science, 2019, 28, 560-566.	5.3	21
4	Customer Sentiment in Web-Based Service Interactions. , 2018, , .		13