

# Daniel Altman

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/4098484/publications.pdf>

Version: 2024-02-01

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