

Zeynep Aksin

List of Publications by Year in descending order

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Version: 2024-02-01

24
papers

1,545
citations

471371

17
h-index

642610

23
g-index

25
all docs

25
docs citations

25
times ranked

963
citing authors

#	ARTICLE	IF	CITATIONS
1	The Modern Call Center: A Multi-disciplinary Perspective on Operations Management Research. <i>Production and Operations Management</i> , 2007, 16, 665-688.	2.1	494
2	Structural Estimation of Callers' Delay Sensitivity in Call Centers. <i>Management Science</i> , 2013, 59, 2727-2746.	2.4	137
3	The impact of retrials on call center performance. <i>OR Spectrum</i> , 2004, 26, 353-376.	2.1	116
4	Effective strategies for internal outsourcing and offshoring of business services: An empirical investigation. <i>Journal of Operations Management</i> , 2008, 26, 239-256.	3.3	97
5	Call Centers with Delay Information: Models and Insights. <i>Manufacturing and Service Operations Management</i> , 2011, 13, 534-548.	2.3	91
6	Call Center Outsourcing Contract Analysis and Choice. <i>Management Science</i> , 2008, 54, 354-368.	2.4	86
7	Impact of Delay Announcements in Call Centers: An Empirical Approach. <i>Operations Research</i> , 2017, 65, 242-265.	1.2	70
8	Queueing models for full-flexible multi-class call centers with real-time anticipated delays. <i>International Journal of Production Economics</i> , 2009, 120, 389-399.	5.1	65
9	To Sell or Not to Sell. <i>Journal of Service Research</i> , 1999, 2, 19-33.	7.8	53
10	Characterizing the performance of process flexibility structures. <i>Operations Research Letters</i> , 2007, 35, 477-484.	0.5	49
11	Modeling Customer Reactions to Sales Attempts: If Cross-Selling Backfires. <i>Journal of Service Research</i> , 2010, 13, 168-183.	7.8	38
12	On the interaction between retrials and sizing of call centers. <i>European Journal of Operational Research</i> , 2008, 191, 398-408.	3.5	36
13	Capacity sizing in the presence of a common shared resource: Dimensioning an inbound call center. <i>European Journal of Operational Research</i> , 2003, 147, 464-483.	3.5	34
14	Learning from Many: Partner Exposure and Team Familiarity in Fluid Teams. <i>Management Science</i> , 2021, 67, 854-874.	2.4	34
15	Breast Cancer Screening Services: Trade-offs in Quality, Capacity, Outreach, and Centralization. <i>Health Care Management Science</i> , 2004, 7, 291-303.	1.5	26
16	Modeling a Phone Center: Analysis of a Multichannel, Multiresource Processor Shared Loss System. <i>Management Science</i> , 2001, 47, 324-336.	2.4	24
17	Value Creation in Service Delivery: Relating Market Segmentation, Incentives, and Operational Performance. <i>Manufacturing and Service Operations Management</i> , 2004, 6, 338-357.	2.3	24
18	Call Center Delay Announcement Using a Newsvendor-Like Performance Criterion. <i>Production and Operations Management</i> , 2015, 24, 587-604.	2.1	20

#	ARTICLE	IF	CITATIONS
19	Workforce cross training in call centers from an operations management perspective. , 2007, , 211-240.		16
20	Flexibility Structure and Capacity Design with Human Resource Considerations. Production and Operations Management, 2015, 24, 1086-1100.	2.1	10
21	Revenue Management Through Dynamic Cross Selling in Call Centers. Production and Operations Management, 2010, 19, 742-756.	2.1	8
22	Peakednessâ€Based Staffing for Call Center Outsourcing. Production and Operations Management, 2014, 23, 504-524.	2.1	7
23	Computing performance measures in a multi-class multi-resource processor-shared loss system. European Journal of Operational Research, 2000, 123, 61-72.	3.5	6
24	On valuing appreciating human assets in services. Naval Research Logistics, 2007, 54, 221-235.	1.4	4