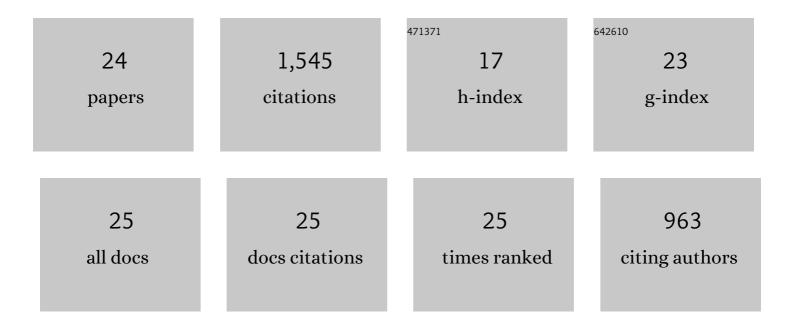
Zeynep Aksin

List of Publications by Year in descending order

Source: https://exaly.com/author-pdf/6650916/publications.pdf Version: 2024-02-01



7EVNED AKSIN

#	Article	IF	CITATIONS
1	Learning from Many: Partner Exposure and Team Familiarity in Fluid Teams. Management Science, 2021, 67, 854-874.	2.4	34
2	Impact of Delay Announcements in Call Centers: An Empirical Approach. Operations Research, 2017, 65, 242-265.	1.2	70
3	Call Center Delay Announcement Using a Newsvendorâ€Like Performance Criterion. Production and Operations Management, 2015, 24, 587-604.	2.1	20
4	Flexibility Structure and Capacity Design with Human Resource Considerations. Production and Operations Management, 2015, 24, 1086-1100.	2.1	10
5	Peakednessâ€Based Staffing for Call Center Outsourcing. Production and Operations Management, 2014, 23, 504-524.	2.1	7
6	Structural Estimation of Callers' Delay Sensitivity in Call Centers. Management Science, 2013, 59, 2727-2746.	2.4	137
7	Call Centers with Delay Information: Models and Insights. Manufacturing and Service Operations Management, 2011, 13, 534-548.	2.3	91
8	Modeling Customer Reactions to Sales Attempts: If Cross-Selling Backfires. Journal of Service Research, 2010, 13, 168-183.	7.8	38
9	Revenue Management Through Dynamic Cross Selling in Call Centers. Production and Operations Management, 2010, 19, 742-756.	2.1	8
10	Queueing models for full-flexible multi-class call centers with real-time anticipated delays. International Journal of Production Economics, 2009, 120, 389-399.	5.1	65
11	Effective strategies for internal outsourcing and offshoring of business services: An empirical investigation. Journal of Operations Management, 2008, 26, 239-256.	3.3	97
12	On the interaction between retrials and sizing of call centers. European Journal of Operational Research, 2008, 191, 398-408.	3.5	36
13	Call Center Outsourcing Contract Analysis and Choice. Management Science, 2008, 54, 354-368.	2.4	86
14	On valuing appreciating human assets in services. Naval Research Logistics, 2007, 54, 221-235.	1.4	4
15	Characterizing the performance of process flexibility structures. Operations Research Letters, 2007, 35, 477-484.	0.5	49
16	The Modern Call Center: A Multiâ€Ðisciplinary Perspective on Operations Management Research. Production and Operations Management, 2007, 16, 665-688.	2.1	494
17	Workforce cross training in call centers from an operations management perspective. , 2007, , 211-240.		16
18	Value Creation in Service Delivery: Relating Market Segmentation, Incentives, and Operational Performance. Manufacturing and Service Operations Management, 2004, 6, 338-357.	2.3	24

ZEYNEP AKSIN

#	Article	IF	CITATIONS
19	Breast Cancer Screening Services: Trade-offs in Quality, Capacity, Outreach, and Centralization. Health Care Management Science, 2004, 7, 291-303.	1.5	26
20	The impact of retrials on call center performance. OR Spectrum, 2004, 26, 353-376.	2.1	116
21	Capacity sizing in the presence of a common shared resource: Dimensioning an inbound call center. European Journal of Operational Research, 2003, 147, 464-483.	3.5	34
22	Modeling a Phone Center: Analysis of a Multichannel, Multiresource Processor Shared Loss System. Management Science, 2001, 47, 324-336.	2.4	24
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	To Sell or Not to Sell. Journal of Service Research, 1999, 2, 19-33.	7.8	53