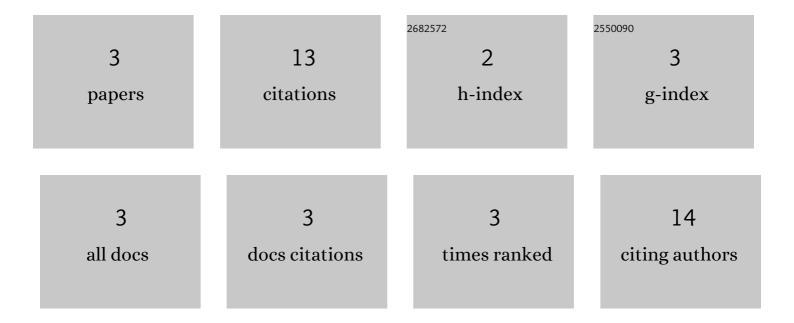
M Dolores Méndez-Aparicio

List of Publications by Year in descending order

Source: https://exaly.com/author-pdf/8037009/publications.pdf

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| # | Article | lF | CITATIONS |
|---|--|-----|-----------|
| 1 | Consumer Expectations of Online Services in the Insurance Industry: An Exploratory Study of Drivers and Outcomes. Frontiers in Psychology, 2017, 8, 1254. | 2.1 | 8 |
| 2 | Customer Experience and Satisfaction in Private Insurance Web Areas. Frontiers in Psychology, 2020, 11, 581659. | 2.1 | 4 |
| 3 | Studying Customer Experience and Retention Using Applied Data Science and Artificial Intelligence. Advances in Business Information Systems and Analytics Book Series, 2021, , 192-222. | 0.4 | 1 |