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List of Publications by Year in descending order

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

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3
papers

13
citations

2682572

2
h-index

2550090

3
g-index

3
all docs

3
docs citations

3
times ranked

14
citing authors

#	ARTICLE	IF	CITATIONS
1	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
2	Customer Experience and Satisfaction in Private Insurance Web Areas. Frontiers in Psychology, 2020, 11, 581659.	2.1	4
3	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