AsbjÃ¸rn FÃ¸lstad

List of Publications by Year
in descending order

13 papers	455 citations	1040056 9 h-index	1058476 14 g-index
16 all docs	16 docs citations	16 times ranked	233 citing authors

#	Article	IF	Citations
1	How Journalists and Social Media Users Perceive Online Fact-Checking and Verification Services. Journalism Practice, 2018, 12, 1109-1129.	2.2	97
2	Users' experiences with chatbots: findings from a questionnaire study. Quality and User Experience, 2020, 5, 1.	3.9	79
3	Future directions for chatbot research: an interdisciplinary research agenda. Computing (Vienna/New) Tj ETQq1 1 0.784314 rgBT /Overl	4.8	72
4	My AI Friend: How Users of a Social Chatbot Understand Their Human–AI Friendship. Human Communication Research, 2022, 48, 404-429.	3.4	44
5	Understanding the user experience of customer service chatbots: An experimental study of chatbot interaction design. International Journal of Human Computer Studies, 2022, 161, 102788.	5.6	40
6	Investigating the user experience of customer service chatbot interaction: a framework for qualitative analysis of chatbot dialogues. Quality and User Experience, 2021, 6, 1.	3.9	24
7	Improving Conversations: Lessons Learnt from Manual Analysis of Chatbot Dialogues. Lecture Notes in Computer Science, 2020, , 187-200.	1.3	23
8	Users' design feedback in usability evaluation: a literature review. Human-centric Computing and Information Sciences, 2017, 7, .	6.1	14
9	Organizational Factors Affecting Successful Implementation of Chatbots for Customer Service. Journal of Internet Commerce, 2023, 22, 122-156.	5.5	12
10	Applying Transactional NPS for Customer Journey Insight: Case Experiences and Lessons Learned. Services Marketing Quarterly, 2018, 39, 208-224.	1.1	7
11	Finding Relevant Psychoeducation Content for Adolescents Experiencing Symptoms of Depression: Content Analysis of User-Generated Online Texts. Journal of Medical Internet Research, 2021, 23, e28765.	4.3	7
12	How Journalists and Social Media Users Perceive Online Fact-Checking and Verification Services. , 0, .		1
13	How Can a Chatbot Support Human Resource Management? Exploring the Operational Interplay. Lecture Notes in Computer Science, 2022, , 73-89.	1.3	1