Understanding the user experience of customer service chatbot interaction design

Citation Report

#	ARTICLE	IF	CITATIONS
1	Evaluating the use of chatbot during pregnancy: A usability study. Healthcare Analytics, 2022, 2, 100072.	4.3	4
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4	Chatbots as Part of Digital Government Service Provision â€" A User Perspective. Lecture Notes in Computer Science, 2023, , 66-82.	1.3	2
5	Can chatbots satisfy me? A mixed-method comparative study of satisfaction with task-oriented chatbots in mainland China and Hong Kong. Computers in Human Behavior, 2023, 143, 107716.	8.5	10
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20	Perceived conversational ability of task-based chatbots â€" Which conversational elements influence the success of text-based dialogues?. International Journal of Information Management, 2024, 74, 102699.	17.5	6
21	Effects of Prior Experience, Gender, and Age on Trust in a Banking Chatbot With(Out) Breakdown and Repair. Lecture Notes in Computer Science, 2023, , 277-296.	1.3	1
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