

Engaging the Avatar: The effects of authenticity signals recoveries

Journal of Business Research

144, 703-716

DOI: [10.1016/j.jbusres.2022.01.012](https://doi.org/10.1016/j.jbusres.2022.01.012)

Citation Report

#	ARTICLE	IF	CITATIONS
1	Towards User-Centric Guidelines for Chatbot Conversational Design. International Journal of Human-Computer Interaction, 2024, 40, 98-120.	4.8	13
2	Buffer bots: The role of virtual service agents in mitigating negative effects when service fails. Psychology and Marketing, 2022, 39, 2039-2054.	8.2	15
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4	Impact of Live Chat Service Quality on Behavioral Intentions and Relationship Quality: A Meta-Analysis. International Journal of Human-Computer Interaction, 2024, 40, 1558-1585.	4.8	2
5	Designing an Attractive Metaverse: Research on Design Factors Influencing Audience Satisfaction with a Virtual Space Based on QCA. Journal of Theoretical and Applied Electronic Commerce Research, 2023, 18, 37-54.	5.7	5
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8	Appreciation vs. apology: Research on the influence mechanism of chatbot service recovery based on politeness theory. Journal of Retailing and Consumer Services, 2023, 73, 103323.	9.4	8
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21	Concrete or abstract: How chatbot response styles influence customer satisfaction. Electronic Commerce Research and Applications, 2023, 62, 101317.	5.0	0
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23	Avatar design in Metaverse: the effect of avatar-user similarity in procedural and creative tasks. Internet Research, 0, , .	4.9	2
24	Emotional expression by artificial intelligence chatbots to improve customer satisfaction: Underlying mechanism and boundary conditions. Tourism Management, 2024, 100, 104835.	9.8	4
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