

# Human-Computer Interaction in Customer Service: The Systematic Literature Review

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Citation Report

#	ARTICLE	IF	CITATIONS
1	Unleashing the Potentials of Quantum Probability Theory for Customer Experience Analytics. Big Data and Cognitive Computing, 2022, 6, 135.	4.7	5
2	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
3	Hi, May AI help you? An analysis of the barriers impeding the implementation and use of artificial intelligence-enabled virtual assistants in retail. Journal of Retailing and Consumer Services, 2023, 72, 103258.	9.4	24
4	Measuring the Effectiveness of AI-Enabled Chatbots in Customer Service Using AnyLogic Simulation. Lecture Notes in Electrical Engineering, 2023, , 266-274.	0.4	0
5	A Comprehensive Review of Artificial Intelligence (AI) Companies in the Power Sector. Energies, 2023, 16, 1077.	3.1	12
6	Measurement of key performance indicators of user experience based on software requirements. Science of Computer Programming, 2023, 226, 102929.	1.9	6
7	Recent Developments in Game-Theory Approaches for the Detection and Defense against Advanced Persistent Threats (APTs): A Systematic Review. Mathematics, 2023, 11, 1353.	2.2	3
8	Investigating the factors of customer experiences using real-life text-based banking chatbot: a qualitative study in Norway. Procedia Computer Science, 2023, 219, 697-704.	2.0	1
9	<scp>ChatGPT</scp> and consumers: Benefits, Pitfalls and Future Research Agenda. International Journal of Consumer Studies, 2023, 47, 1213-1225.	11.6	82
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12	Artificial Intelligence Trends and Perceptions. Advances in Environmental Engineering and Green Technologies Book Series, 2023, , 88-120.	0.4	1
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14	A review of integrating AI-based chatbots into flipped learning: new possibilities and challenges. Frontiers in Education, 0, 8, .	2.1	7
15	Smart Healthcare Hand Gesture Recognition Using CNN-Based Detector and Deep Belief Network. IEEE Access, 2023, 11, 84922-84933.	4.2	2
16	How Close Are You to Your End Consumer?. Advances in Human Resources Management and Organizational Development Book Series, 2023, , 20-39.	0.3	0
17	Unleashing the potential of chatbots in business: A bibliometric analysis. Business Information Review, 0, , .	0.7	0
18	Artificial Intelligence Chatbots for Customer Service & Their Impacts on Consumer Compliancy. , 2023, , .		0
19	New Era of Artificial Intelligence in Education: Towards a Sustainable Multifaceted Revolution. Sustainability, 2023, 15, 12451.	3.2	26

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20	AllyChat: Developing a VR Conversational AI Agent Using Few-Shot Learning to Support Individuals with Intellectual Disabilities. <i>Lecture Notes in Computer Science</i> , 2023, , 402-407.	1.3	0
21	Is It Practical to Utilize AI-Powered Chatbots in Halal Marketing Communications?. <i>Advances in Logistics, Operations, and Management Science Book Series</i> , 2023, , 34-55.	0.4	0
22	El impacto de la Inteligencia Artificial en la mejora de la atención al cliente: Una revisión sistémica. , 2023, 4, 201-222.		0
23	Unleashing ChatGPT's Power: A Case Study on Optimizing Information Retrieval in Flipped Classrooms via Prompt Engineering. <i>IEEE Transactions on Learning Technologies</i> , 2024, 17, 629-641.	3.2	2
24	An Examination of the Opportunities and Challenges of Conversational Artificial Intelligence in Small and Medium Enterprises. <i>Review of Business and Economics Studies</i> , 2023, 11, 6-17.	0.4	0
25	New technologies in the field of sensory marketing and customer experience: a systematic literature review. <i>Journal of Marketing and Consumer Behaviour in Emerging Markets</i> , 2023, 2023, 51-78.	0.3	0
26	Implications of digital risks on teachers' motivation and intention to use digital tools: a PLS-POS perspective in Romanian preuniversity education system. <i>Kybernetes</i> , 2023, 52, 45-60.	2.2	1
27	The effect of AI shopping assistant's motivated consumer innovativeness on satisfaction and purchase intention. <i>The Research Journal of the Costume Culture</i> , 2023, 31, 651-668.	0.3	0
28	The double-edged sword effect of chatbot anthropomorphism on customer acceptance intention: the mediating roles of perceived competence and privacy concerns. <i>Behaviour and Information Technology</i> , 0, , 1-23.	4.0	0
29	Psychological insights into the research and practice of embodied conversational agents, chatbots and social assistive robots: a systematic meta-review. <i>Behaviour and Information Technology</i> , 0, , 1-41.	4.0	2
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31	Analyzing ChatGPT adoption drivers with the TOEK framework. <i>Scientific Reports</i> , 2023, 13, .	3.3	2
32	From worker empowerment to managerial control: The devolution of AI tools' intended positive implementation to their negative consequences. <i>Information and Organization</i> , 2024, 34, 100498.	4.8	0
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35	Revolutionizing generative pre-trained: Insights and challenges in deploying ChatGPT and generative chatbots for FAQs. <i>Expert Systems With Applications</i> , 2024, 246, 123224.	7.6	0
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37	Understanding Chatbot Adoption in Local Governments: A Review and Framework. <i>Journal of Urban Technology</i> , 0, , 1-35.	4.7	1
38	Ecosystem for Construction of Hybrid Conversational Systems (BRasa). <i>Studies in Computational Intelligence</i> , 2024, , 213-239.	0.9	0

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39	Scientific Mapping of Chatbot Literature: A Bibliometric Analysis. International Journal of Mathematical, Engineering and Management Sciences, 2024, 9, 323-340.	0.7	0
40	Shift of ambidexterity modes: An empirical investigation of the impact of artificial intelligence in customer service. International Journal of Information Management, 2024, 76, 102773.	17.5	0
41	Impact of Negative Aspects of Artificial Intelligence on Customer Purchase Intention. Advances in Human Resources Management and Organizational Development Book Series, 2024, , 159-173.	0.3	0
42	The power of AI: enhancing customer loyalty through satisfaction and efficiency. Cogent Business and Management, 2024, 11, .	2.9	0
43	Beyond the physical self: understanding the perversion of reality and the desire for digital transcendence via digital avatars in the context of Baudrillard's theory. AI and Society, 0, , .	4.6	0