

Bots with Feelings: Should AI Agents Express Positive E

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Citation Report

#	ARTICLE	IF	CITATIONS
1	Voice artificial intelligence service failure and customer complaint behavior: The mediation effect of customer emotion. <i>Electronic Commerce Research and Applications</i> , 2023, 59, 101261.	5.0	4
2	Emotion-regulatory chatbots for enhancing consumer servicing: An interpersonal emotion management approach. <i>Information and Management</i> , 2023, 60, 103794.	6.5	4
3	Task-oriented vs. social-oriented: chatbot communication styles in electronic commerce service recovery. <i>Electronic Commerce Research</i> , 0, , .	5.0	3
4	More Than a Bot? The Impact of Disclosing Human Involvement on Customer Interactions with Hybrid Service Agents. <i>Information Systems Research</i> , 0, , .	3.7	2
5	Personal touch in digital customer service: a conceptual framework of relational personalization for conversational AI. <i>Journal of Service Theory and Practice</i> , 2024, 34, 33-65.	3.2	2
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7	How do Artificial Intelligence Chatbots Affect Customer Purchase? Uncovering the Dual Pathways of Anthropomorphism on Service Evaluation. <i>Information Systems Frontiers</i> , 0, , .	6.4	0
8	Service Agent Driven Co-Created Caring in Chat-Based Customer Service Encounters. <i>Services Marketing Quarterly</i> , 2024, 45, 1-24.	1.1	0
9	Chatbot interactions: How consumption values and disruptive situations influence customers' willingness to interact. <i>Information Systems Journal</i> , 0, , .	6.9	0
10	Humans as teammates: The signal of human-AI teaming enhances consumer acceptance of chatbots. <i>International Journal of Information Management</i> , 2024, 76, 102771.	17.5	0
11	Longitudinal Examination of the Relationship Between Virtual Companionship and Social Anxiety: Emotional Expression as a Mediator and Mindfulness as a Moderator. <i>Psychology Research and Behavior Management</i> , 0, Volume 17, 765-782.	2.8	0
12	Informative or affective? Exploring the effects of streamers' topic types on user engagement in live streaming commerce. <i>Journal of Retailing and Consumer Services</i> , 2024, 79, 103799.	9.4	0