Customer Service Research: Past, Present and Future

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Citation Report

#	Article	IF	CITATIONS
1	Interset Association between Measures of Customer Service and Market Response. International Journal of Physical Distribution and Logistics Management, 1991, 21, 32-44.	7.4	5
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17	Information Technology and Process Performance: An Empirical Investigation of the Interaction Between IT and Nonâ€IT Resources*. Decision Sciences, 2008, 39, 703-735.	4.5	137
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