

The impact of chatbot conversational skill on engagement

Journal of Management Information Systems

37, 875-900

DOI: [10.1080/07421222.2020.1790204](https://doi.org/10.1080/07421222.2020.1790204)

Citation Report

#	ARTICLE	IF	CITATIONS
1	The Use of Chatbots in Digital Business Transformation: A Systematic Literature Review. IEEE Access, 2021, 9, 106530-106539.	4.2	31
2	FelhasznÃ¡lÃ¡si tapasztalatok EmmÃ¡val, a vÃ¡lsÃ¡rlÃ¡si asszisztens chatbottal. VezetÃ©studomÃ¡ny / Budapest Management Review, 2021, 52, 29-39.	0.5	0
3	Mental models and expectation violations in conversational AI interactions. Decision Support Systems, 2021, 144, 113515.	5.9	43
4	Dual humanness and trust in conversational AI: A person-centered approach. Computers in Human Behavior, 2021, 119, 106727.	8.5	28
5	Exploring the impact of chatbots on consumer sentiment and expectations in retail. Journal of Retailing and Consumer Services, 2021, 63, 102718.	9.4	42
6	â€œKnock Knock, Here Is an Answer from Next Doorâ€: Designing a Knowledge Sharing Chatbot to Connect Residents. , 2021, , .		0
7	Conversational Physical Activity Coaches for Spanish and English Speaking Women: A User Design Study. Frontiers in Digital Health, 2021, 3, 747153.	2.8	8
8	A critical review of state-of-the-art chatbot designs and applications. Wiley Interdisciplinary Reviews: Data Mining and Knowledge Discovery, 2022, 12, e1434.	6.8	77
9	Towards Enriching Responses with Crowd-sourced Knowledge for Task-oriented Dialogue. , 2021, , .		3
10	Customer Brand Engagement through Chatbots on Bank Websitesâ€“ Examining the Antecedents and Consequences. International Journal of Human-Computer Interaction, 2022, 38, 1212-1227.	4.8	30
11	Towards a Real-time Measure of the Perception of Anthropomorphism in Human-robot Interaction. , 2021, , .		2
12	Employees' perceptions of chatbots in B2B marketing: Affordances vs. disaffordances. Industrial Marketing Management, 2022, 101, 45-56.	6.7	28
13	Designing Online Virtual Advisors to Encourage Customer Self-disclosure: A Theoretical Model and an Empirical Test. Journal of Management Information Systems, 2021, 38, 798-827.	4.3	3
14	The Terms of â€œYou(s)â€: How the Term of Address Used by Conversational Agents Influences User Evaluations in French and German Linguaculture. Frontiers in Public Health, 2021, 9, 691595.	2.7	8
15	Artificial intelligence changes the way we work: A close look at innovating with chatbots. Journal of the Association for Information Science and Technology, 2023, 74, 339-353.	2.9	11
16	Enhancing customer satisfaction with chatbots: the influence of anthropomorphic communication styles and anthropomorphised roles. Nankai Business Review International, 2023, 14, 249-271.	1.0	7
17	Factors that Affects the Use of AI Agents in Adaptive Learning: A Sociomaterial and Mcdonaldization Approach in the Higher Education Sector. Lecture Notes in Business Information Processing, 2022, , 414-426.	1.0	2
18	I Get by With a Little Help From My Bots: Implications of Machine Agents in the Context of Social Support. Human-Machine Communication, 2022, 4, 151-168.	2.4	4

#	ARTICLE	IF	CITATIONS
19	Living and working with service robots: a TCCM analysis and considerations for future research. <i>Journal of Service Management</i> , 2022, 33, 165-196.	7.2	32
20	Chatbots in retail: How do they affect the continued use and purchase intentions of Chinese consumers?. <i>Journal of Consumer Behaviour</i> , 2022, 21, 756-772.	4.2	28
21	Effects of Online Crowds on Self-Disclosure Behaviors in Online Reviews: A Multidimensional Examination. <i>Journal of Management Information Systems</i> , 2022, 39, 218-246.	4.3	7
22	Design and Evaluation of a Conversational Agent for Facilitating Idea Generation in Organizational Innovation Processes. <i>Information Systems Frontiers</i> , 2022, 24, 771-796.	6.4	4
23	Anthropomorphism and OTA chatbot adoption: a mixed methods study. <i>Journal of Travel and Tourism Marketing</i> , 2022, 39, 228-255.	7.0	31
24	Chatbots in the frontline: drivers of acceptance. <i>Kybernetes</i> , 2023, 52, 3781-3810.	2.2	17
25	The Effects of Health Care Chatbot Personas With Different Social Roles on the Client-Chatbot Bond and Usage Intentions: Development of a Design Codebook and Web-Based Study. <i>Journal of Medical Internet Research</i> , 2022, 24, e32630.	4.3	18
26	Speaking vs. listening? Balance conversation attributes of voice assistants for better voice marketing. <i>International Journal of Research in Marketing</i> , 2023, 40, 109-127.	4.2	12
27	Impact of E-commerce adoption on business performance of SMEs in Sri Lanka; moderating role of artificial intelligence. <i>International Journal of Social Economics</i> , 2022, 49, 1518-1531.	1.9	12
29	Human-Computer Interaction in Customer Service: The Experience with AI Chatbots – A Systematic Literature Review. <i>Electronics (Switzerland)</i> , 2022, 11, 1579.	3.1	43
30	Opposing Effects of Response Time in Human – Chatbot Interaction. <i>Business and Information Systems Engineering</i> , 2022, 64, 773-791.	6.1	10
31	Harnessing the power of chatbot social conversation for organizational listening: The impact on perceived transparency and organization-public relationships. <i>Journal of Public Relations Research</i> , 2022, 34, 20-44.	2.3	14
32	Chatbots and service failure: When does it lead to customer aggression. <i>Journal of Retailing and Consumer Services</i> , 2022, 68, 103044.	9.4	25
33	How does artificial intelligence create business agility? Evidence from chatbots. <i>International Journal of Information Management</i> , 2022, 66, 102535.	17.5	42
35	Language Use in Conversational Agent – Based Health Communication: Systematic Review. <i>Journal of Medical Internet Research</i> , 2022, 24, e37403.	4.3	4
36	Enhancing customer satisfaction with chatbots: The influence of communication styles and consumer attachment anxiety. <i>Frontiers in Psychology</i> , 0, 13, .	2.1	6
37	Improving Consumers Continuous Usage of Chatbots: The Perspective of Multiple Reference Effects. , 2022, , .		0
38	Do You Mind if I Ask You a Personal Question? How AI Service Agents Alter Consumer Self-Disclosure. <i>Journal of Service Research</i> , 2022, 25, 649-666.	12.2	21

#	ARTICLE	IF	CITATIONS
39	Make chatbots more adaptive: Dual pathways linking human-like cues and tailored response to trust in interactions with chatbots. <i>Computers in Human Behavior</i> , 2023, 138, 107485.	8.5	23
40	Anthropomorphism in AI-enabled technology: A literature review. <i>Electronic Markets</i> , 2022, 32, 2245-2275.	8.1	11
41	Examining the psychological process of developing consumer-brand relationships through strategic use of social media brand chatbots. <i>Computers in Human Behavior</i> , 2023, 140, 107488.	8.5	16
42	Making FAQ Chatbots More Inclusive: An Examination of Non-Native English Users' Interactions with New Technology in Massive Open Online Courses. <i>International Journal of Artificial Intelligence in Education</i> , 0, , .	5.5	4
43	The Use of Artificial Intelligence in Higher Education – Systematic Review. , 2022, , 269-285.		7
44	Someone out there? A study on the social presence of anthropomorphized chatbots. <i>Computers in Human Behavior</i> , 2023, 139, 107513.	8.5	30
45	Live support by chatbots with artificial intelligence: A future research agenda. <i>Service Business</i> , 2023, 17, 61-80.	4.2	12
46	Chatbots in e-commerce: The effect of chatbot language style on customers' continuance usage intention and attitude toward brand. <i>Journal of Retailing and Consumer Services</i> , 2023, 71, 103209.	9.4	32
47	Understanding the user satisfaction and loyalty of customer service chatbots. <i>Journal of Retailing and Consumer Services</i> , 2023, 71, 103211.	9.4	39
48	To Be or Not to Be – Human? Theorizing the Role of Human-Like Competencies in Conversational Artificial Intelligence Agents. <i>Journal of Management Information Systems</i> , 2022, 39, 969-1005.	4.3	25
49	Source orientation, anthropomorphism, and social presence in human-chatbot communication: how to proceed with these concepts. <i>Publizistik</i> , 2022, 67, 555-578.	0.5	4
50	Modeling the Intention to Use AI Healthcare Chatbots in the Indian Context. <i>Lecture Notes in Networks and Systems</i> , 2023, , 657-666.	0.7	0
51	Influence of chatbots on purchase intention in social commerce. <i>Behaviour and Information Technology</i> , 2024, 43, 331-352.	4.0	3
52	Understanding AI-based customer service resistance: A perspective of defective AI features and tri-dimensional distrusting beliefs. <i>Information Processing and Management</i> , 2023, 60, 103257.	8.6	8
53	Determinants of Using AI-Based Chatbots for Knowledge Sharing: Evidence From PLS-SEM and Fuzzy Sets (fsQCA). <i>IEEE Transactions on Engineering Management</i> , 2024, 71, 4985-4999.	3.5	29
54	Effects of Anthropomorphic Design Cues of Chatbots on Users' Perception and Visual Behaviors. <i>International Journal of Human-Computer Interaction</i> , 0, , 1-19.	4.8	3
55	Know your enemy: Conversational agents for security, education, training, and awareness at scale. <i>Computers and Security</i> , 2023, 129, 103207.	6.0	1
56	Opinion Paper: "So what if ChatGPT wrote it?" – Multidisciplinary perspectives on opportunities, challenges and implications of generative conversational AI for research, practice and policy. <i>International Journal of Information Management</i> , 2023, 71, 102642.	17.5	634

#	ARTICLE	IF	CITATIONS
57	Artificial intelligence empowered conversational agents: A systematic literature review and research agenda. <i>Journal of Business Research</i> , 2023, 161, 113838.	10.2	38
58	Whether to trust chatbots: Applying the event-related approach to understand consumers's™ emotional experiences in interactions with chatbots in e-commerce. <i>Journal of Retailing and Consumer Services</i> , 2023, 73, 103325.	9.4	17
59	Investigating the factors of customer experiences using real-life text-based banking chatbot: a qualitative study in Norway. <i>Procedia Computer Science</i> , 2023, 219, 697-704.	2.0	1
60	Leveraging Low Code Development of Smart Personal Assistants: An Integrated Design Approach with the SPADÉ Method. <i>Journal of Management Information Systems</i> , 2023, 40, 96-129.	4.3	6
61	Deep Learning for Information Systems Research. <i>Journal of Management Information Systems</i> , 2023, 40, 271-301.	4.3	5
62	The Influence of Media Capabilities on Knowledge Contribution in Online Communities. <i>Information Systems Research</i> , 0, , .	3.7	3
63	The "Conversation" about Loss: Understanding How Chatbot Technology was Used in Supporting People in Grief.. , 2023, , .		6
64	Social companionship with artificial intelligence: Recent trends and future avenues. <i>Technological Forecasting and Social Change</i> , 2023, 193, 122634.	11.6	14
65	Chatbots and Voice Assistants: Digital Transformers of the Company's™ "Customer Interface" A Systematic Review of the Business Research Literature. <i>Journal of Theoretical and Applied Electronic Commerce Research</i> , 2023, 18, 995-1019.	5.7	7
66	Artificial Intelligence Assisted Social Failure Mode and Effect Analysis (FMEA) for Sustainable Product Design. <i>Sustainability</i> , 2023, 15, 8678.	3.2	2
67	Business types matter: new insights into the effects of anthropomorphic cues in AI chatbots. <i>Journal of Services Marketing</i> , 2023, 37, 1032-1045.	3.0	4
68	Artificial emotions for charity collection: A serial mediation through perceived anthropomorphism and social presence. <i>Telematics and Informatics</i> , 2023, 82, 102009.	5.8	5
69	The Effects of Anthropomorphised Virtual Conversational Assistants on Consumer Engagement and Trust During Service Encounters. <i>Australasian Marketing Journal</i> , 0, , .	5.4	1
70	Chatbot recommender systems in tourism: A systematic review and a benefit-cost analysis. , 2023, , .		2
71	Who wrote this? How smart replies impact language and agency in the workplace. , 2023, 10, 100062.		0
72	An Analysis on the Adoption of Chatbots in the Banking Sector of Hong Kong. <i>Advances in Logistics, Operations, and Management Science Book Series</i> , 2023, , 245-262.	0.4	2
73	Close encounters with the virtual kind: Defining a human-virtual agent coexistence framework. <i>Technological Forecasting and Social Change</i> , 2023, 193, 122644.	11.6	3
74	Revealing the complexity of users's™ intention to adopt healthcare chatbots: A mixed-method analysis of antecedent condition configurations. <i>Information Processing and Management</i> , 2023, 60, 103444.	8.6	4

#	ARTICLE	IF	CITATIONS
75	Perception of "This is Not a Game" Definition and Measurement. International Journal of Human-Computer Interaction, 0, , 1-20.	4.8	0
76	Beyond Anthropomorphism: Unraveling the True Priorities of Chatbot Usage in SMEs. , 2023, , .		0
77	How do friendship artificial intelligence chatbots (<scp>FAIC</scp>) benefit the continuance using intention and customer engagement?. Journal of Consumer Behaviour, 2023, 22, 1376-1398.	4.2	2
78	Understanding the joint effects of internal and external anthropomorphic cues of intelligent customer service bot on user satisfaction. Data and Information Management, 2023, , 100047.	1.0	1
79	Chatbots in frontline services and customer experience: An anthropomorphism perspective. Psychology and Marketing, 2023, 40, 2201-2225.	8.2	3
80	Testing the performance of online recommendation agents: A meta-analysis. Journal of Retailing, 2023, 99, 440-459.	6.2	1
81	How Do People Ascribe Humanness to Chatbots? An Analysis of Real-World Human-Agent Interactions and a Theoretical Model of Humanness. International Journal of Human-Computer Interaction, 0, , 1-24.	4.8	0
82	The Paradoxical Role of Humanness in Aggression Toward Conversational Agents. Journal of Management Information Systems, 2023, 40, 883-913.	4.3	2
84	Chatbots in Digital Marketing. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2023, , 46-72.	0.8	2
85	Fintech Agents: Technologies and Theories. Electronics (Switzerland), 2023, 12, 3301.	3.1	1
86	Realising the potential of digital health communities: a study of the role of social factors in community engagement. European Journal of Information Systems, 0, , 1-36.	9.2	1
87	Perceived conversational ability of task-based chatbots " Which conversational elements influence the success of text-based dialogues?. International Journal of Information Management, 2024, 74, 102699.	17.5	6
88	Trust-Supporting Design Elements as Signals for AI-Based Chatbots in Customer Service. International Journal of Service Science, Management, Engineering, and Technology, 2023, 14, 1-16.	1.1	0
89	Are users willing to embrace ChatGPT? Exploring the factors on the acceptance of chatbots from the perspective of AIDUA framework. Technology in Society, 2023, 75, 102362.	9.4	19
90	How to leverage anthropomorphism for chatbot service interfaces: The interplay of communication style and personification. Computers in Human Behavior, 2023, 149, 107954.	8.5	0
91	How do Artificial Intelligence Chatbots Affect Customer Purchase? Uncovering the Dual Pathways of Anthropomorphism on Service Evaluation. Information Systems Frontiers, 0, , .	6.4	0
92	<i>CRS-Que</i> : A User-centric Evaluation Framework for Conversational Recommender Systems. , 2024, 2, 1-34.		1
93	From web forms to chatbots: The roles of consistency and reciprocity for user information disclosure. Information Systems Journal, 0, , .	6.9	0

#	ARTICLE	IF	CITATIONS
94	Influencer Marketing 2.0: The Role of Realism in Virtual Influencer Endorsements. SSRN Electronic Journal, 0, , .	0.4	0
95	Effects of the Conversation and Recommendation Mechanism on Chatbotsâ€™ Recommendation Effectiveness. Lecture Notes in Computer Science, 2023, , 493-501.	1.3	0
96	University Studentsâ€™ Acceptance and Usage of Generative AI (ChatGPT) from a Psycho-Technical Perspective. , 2023, , .		2
97	Finding the sweet spot: Exploring the optimal communication delay for AI feedback tools. Information Processing and Management, 2024, 61, 103572.	8.6	1
98	How do system and user characteristics, along with anthropomorphism, impact cognitive absorption of chatbots â€“ Introducing SUCCAST through a mixed methods study. Decision Support Systems, 2024, 178, 114132.	5.9	0
99	Rapport with a chatbot? The underlying role of anthropomorphism in socio-cognitive perceptions of rapport and e-word of mouth. Journal of Retailing and Consumer Services, 2024, 77, 103666.	9.4	0
100	Abstract or concrete? The effects of language style and service context on continuous usage intention for AI voice assistants. Humanities and Social Sciences Communications, 2024, 11, .	2.9	0
101	Engaging consumers through artificially intelligent technologies: Systematic review, conceptual model, and further research. Psychology and Marketing, 2024, 41, 880-898.	8.2	3
102	Scope and limits of AI fundraisers: Moderated serial multiple mediation model between artificial emotions and willingness to donate via humanness and empathy. Technological Forecasting and Social Change, 2024, 201, 123211.	11.6	0
103	Chatbot interactions: How consumption values and disruptive situations influence customers' willingness to interact. Information Systems Journal, 0, , .	6.9	0
104	Understanding users' voice assistant exploration intention: unraveling the differential mechanisms of the multiple dimensions of perceived intelligence. Internet Research, 0, , .	4.9	0
105	Perception is reality? Understanding user perceptions of chatbot-inferred versus self-reported personality traits. , 2024, 2, 100057.		0
106	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
107	On the relationship between mind perception and social support of chatbots. Frontiers in Psychology, 0, 15, .	2.1	0
108	Understanding virtual agentsâ€™ service quality in the context of customer service: A fit-viability perspective. Electronic Commerce Research and Applications, 2024, 65, 101380.	5.0	0