AI-based chatbots in customer service and their effects

Citation Report

#	ARTICLE	IF	CITATIONS
1	Trustworthy artificial intelligence. Electronic Markets, 2021, 31, 447-464.	8.1	179
2	AI and robotics in the European restaurant sector: Assessing potentials for process innovation in a high-contactÂservice industry. Electronic Markets, 2021, 31, 529-551.	8.1	49
3	Examining the role of dialogic communication and trust in donation-based crowdfunding tasks using information quality perspective. TQM Journal, 2023, 35, 292-319.	3.3	23
4	The Use of Chatbots in Digital Business Transformation: A Systematic Literature Review. IEEE Access, 2021, 9, 106530-106539.	4.2	31
5	Machinelike or Humanlike? A Literature Review of Anthropomorphism in AI-Enabled Technology. , 0, , .		20
8	Models and Tools of Knowledge Acquisition. Modeling and Optimization in Science and Technologies, 2021, , 53-67.	0.7	2
9	How Can e-Grocers Use Artificial Intelligence Based on Technology Innovation to Improve Supply Chain Management?. IFIP Advances in Information and Communication Technology, 2021, , 142-150.	0.7	0
11	Akzeptanz und Nutzung von Chat-/Voicebots. Forum Dienstleistungsmanagement, 2021, , 361-383.	1.2	1
12	Chatbots for Coronavirus: Detecting COVID-19 Symptoms with Virtual Assessment Tool. EAI/Springer Innovations in Communication and Computing, 2021, , 275-304.	1.1	3
13	Classifying potential users of live chat services and chatbots. Journal of Financial Services Marketing, 2021, 26, 81-94.	3.4	15
14	Responsible Urban Innovation with Local Government Artificial Intelligence (AI): A Conceptual Framework and Research Agenda. Journal of Open Innovation: Technology, Market, and Complexity, 2021, 7, 71.	5.2	81
15	Teachersâ€™ attitudes towards chatbots in education: a technology acceptance model approach considering the effect of social language, bot proactiveness, and usersâ€™ characteristics. Educational Studies, 2023, 49, 295-313.	2.4	62
16	Toward a Chatbot for Financial Sustainability. Sustainability, 2021, 13, 3173.	3.2	23
17	FelhasznÃ¡lÃ³i tapasztalatok EmmÃ¡val, a vÃ¡sÃ¡rlÃ¡si asszisztens chatbottal. VezetÃ©studomÃ¡ny / Budapest Management Review, 2021, 52, 29-39.	0.5	0
18	Internet of Things and Distributed Denial of Service as Risk Factors in Information Security. , 0, , .		0
19	Implementation of Chatbot in Online Commerce, and Open Innovation. Journal of Open Innovation: Technology, Market, and Complexity, 2021, 7, 125.	5.2	19
20	Gamblified digital product offerings: an experimental study of loot box menu designs. Electronic Markets, 2022, 32, 971-986.	8.1	9
21	How chatbots' social presence communication enhances consumer engagement: the mediating role of parasocial interaction and dialogue. Journal of Research in Interactive Marketing, 2021, 15, 460-482.	8.9	85

#	Article	IF	Citations
22	Electronic Markets on digital platforms and AI. Electronic Markets, 2021, 31, 233-241.	8.1	9
23	AI Recommendation Service Acceptance: Assessing the Effects of Perceived Empathy and Need for Cognition. Journal of Theoretical and Applied Electronic Commerce Research, 2021, 16, 1912-1928.	5.7	20
24	Exploring consumers' response to text-based chatbots in e-commerce: the moderating role of task complexity and chatbot disclosure. Internet Research, 2022, 32, 496-517.	4.9	73
25	AI-enabled Enterprise Information Systems for Manufacturing. Enterprise Information Systems, 2022, 16, 668-720.	4.7	25
26	Cognitive Chatbot for Personalised Contextual Customer Service: Behind the Scene and beyond the Hype. Information Systems Frontiers, 0, , 1.	6.4	33
27	Dr Robot: the new normal is here. British Journal of Health Care Management, 2021, 27, 1-7.	0.2	1
28	Investigating the user experience of customer service chatbot interaction: a framework for qualitative analysis of chatbot dialogues. Quality and User Experience, 2021, 6, 1.	3.9	24
29	â€œFind a flight for me, Oscar!â€•Motivational customer experiences with chatbots. International Journal of Contemporary Hospitality Management, 2021, 33, 3860-3882.	8.0	58
30	The Relationship between Contact-Free Services, Social and Personal Norms, and Customersâ€™ Behavior for the Sustainable Management of the Restaurant Industry. Sustainability, 2021, 13, 9870.	3.2	5
31	AI invading the workplace: negative emotions towards the organizational use of personal virtual assistants. Electronic Markets, 2022, 32, 123-138.	8.1	19
32	The Impact of Chatbots in Driving Digital Transformation. International Journal of E-Services and Mobile Applications, 2021, 13, 88-104.	0.6	9
33	Emerging-market consumersâ€™ interactions with banking chatbots. Telematics and Informatics, 2021, 65, 101711.	5.8	66
34	â€œHello! How May I Helo You?â€• How (Corrected) Errors Humanize a Communicator. SSRN Electronic Journal, 0, , .	0.4	0
36	Exploring Design Principles for Enterprise Chatbots: An Analytic Hierarchy Process Study. Lecture Notes in Computer Science, 2020, , 126-141.	1.3	3
37	On m-Commerce Adoption and Augmented Reality: A Study on Apparel Buying Using m-Commerce in Indian Context. Journal of Internet Commerce, 2021, 20, 84-112.	5.5	22
38	The Effect of First Impressions of an E-Commerce Chatbot's Personality and Abilities on Expectations for the User Experience. , 2020, , .		2
39	Special Issue Editorial: Artificial Intelligence in Organizations: Implications for Information Systems Research. Journal of the Association for Information Systems, 2021, 22, 281-303.	3.7	75
40	Artificial Intelligence Chatbot Behavior Change Model for Designing Artificial Intelligence Chatbots to Promote Physical Activity and a Healthy Diet: Viewpoint. Journal of Medical Internet Research, 2020, 22, e22845.	4.3	126

#	ARTICLE	IF	CITATIONS
42	Ethical Design of Conversational Agents: Towards Principles for a Value-Sensitive Design. Lecture Notes in Information Systems and Organisation, 2021, , 539-557.	0.6	5
43	Exploring the State-of-the-Art of Persuasive Design for Smart Personal Assistants. Lecture Notes in Information Systems and Organisation, 2021, , 316-332.	0.6	4
44	Online Advertising Security: Issues, Taxonomy, and Future Directions. IEEE Communications Surveys and Tutorials, 2021, 23, 2494-2524.	39.4	9
45	Future directions for chatbot research: an interdisciplinary research agenda. Computing (Vienna/New) Tj ETQq1 1 0.784314 rgBT /Overl	4.8	72
46	The rise of artificial intelligence â€" understanding the AI identity threat at the workplace. Electronic Markets, 2022, 32, 73-99.	8.1	36
47	A Semantic Web Framework for Automated Smart Assistants: A Case Study for Public Health. Big Data and Cognitive Computing, 2021, 5, 57.	4.7	12
48	Productivity of gig workers on crowdsourcing platforms through artificial intelligence and gamification: a multi-theoretical approach. TQM Journal, 2021, , .	3.3	11
49	AI based chatbot in food industry. AIP Conference Proceedings, 2021, , .	0.4	3
50	AI Customer Service System with Pre-trained Language and Response Ranking Models for University Admissions. , 2021, , .		3
51	EcoBot: Virtual assistant for e-commerce of ecological bricks based on Facebook Messenger. , 2021, , .		1
52	Why Do We Delegate to Intelligent Virtual Agents? Influencing Factors on Delegation Decisions. , 2021, , .		3
53	Will artificial intelligence replace human customer service? The impact of communication quality and privacy risks on adoption intention. Journal of Retailing and Consumer Services, 2022, 66, 102900.	9.4	83
54	Dynamic Re-Configuration of Conversationally Initiated Automated Negotiations. , 2020, , .		0
55	Data system model for easy human-machine interactions over communication interfaces. , 2020, , .		0
56	Design Matters! How Visual Gendered Anthropomorphic Design Cues Moderate the Determinants of the Behavioral Intention Towards Using Chatbots. Lecture Notes in Computer Science, 2022, , 192-208.	1.3	6
57	Multi-Chatbot or Single-Chatbot? The Effects of M-Commerce Chatbot Interface on Source Credibility, Social Presence, Trust, and Purchase Intention. Human Behavior and Emerging Technologies, 2022, 2022, 1-14.	4.4	10
58	Developing a chatbot/intelligent system for neurological diagnosis and management. , 2022, , 273-291.		0
59	Chatbots in retail: How do they affect the continued use and purchase intentions of Chinese consumers?. Journal of Consumer Behaviour, 2022, 21, 756-772.	4.2	28

#	ARTICLE	IF	CITATIONS
60	Alexa, what do we know about conversational commerce? Insights from a systematic literature review. Psychology and Marketing, 2022, 39, 1129-1155.	8.2	92
61	Understanding usersâ€™ requirements precisely: a double Bi-LSTM-CRF joint model for detecting userâ€™s intentions and slot tags. Neural Computing and Applications, 2022, 34, 13639-13648.	5.6	3
62	Is Artificial Intelligence Better than Manpower? The Effects of Different Types of Online Customer Services on Customer Purchase Intentions. Sustainability, 2022, 14, 3974.	3.2	10
63	Feeling the love? How consumer's political ideology shapes responses to AI financial service delivery. International Journal of Bank Marketing, 2022, 40, 1102-1132.	6.4	11
64	Conversational Agents in Health Education: Protocol for a Scoping Review. JMIR Research Protocols, 2022, 11, e31923.	1.0	3
66	â€œDonâ€™t Neglect the User!â€•â€“ Identifying Types of Human-Chatbot Interactions and their Associated Characteristics. Information Systems Frontiers, 2022, 24, 797-838.	6.4	16
67	Immunizing with information â€“ Inoculation messages against conversational agentsâ€™ response failures. Electronic Markets, 2022, 32, 239-258.	8.1	12
68	Voice Assistant vs. Chatbot â€“ Examining the Fit Between Conversational Agentsâ€™ Interaction Modalities and Information Search Tasks. Information Systems Frontiers, 2022, 24, 839-856.	6.4	30
69	Crafting ASR and Conversational Models for an Agriculture Chatbot. , 2021, , .		2
71	AI Chatbot: Application in Psychiatric Treatment and Suicide Prevention. , 2022, , .		3
72	Subjective machines: Probabilistic risk assessment based on deep learning of soft information. Risk Analysis, 2023, 43, 516-529.	2.7	2
73	Trust and digital privacy: willingness to disclose personal information to banking chatbot services. Journal of Financial Services Marketing, 2023, 28, 337-357.	3.4	20
74	Does AI control or support? Power shifts after AI system implementation in customer relationship management. Journal of Decision Systems, 2023, 32, 542-565.	3.2	16
75	Impact of E-commerce adoption on business performance of SMEs in Sri Lanka; moderating role of artificial intelligence. International Journal of Social Economics, 2022, 49, 1518-1531.	1.9	12
76	AI-powered chatbot communication with customers: Dialogic interactions, satisfaction, engagement, and customer behavior. Computers in Human Behavior, 2022, 134, 107329.	8.5	46
77	An Empirical Investigation in Analysing the Critical Factors of Artificial Intelligence in Influencing the Food Processing Industry: A Multivariate Analysis of Variance (MANOVA) Approach. Journal of Food Quality, 2022, 2022, 1-7.	2.6	3
78	Drivers of privacy concerns when interacting with a chatbot in a customer service encounter. International Journal of Bank Marketing, 2022, 40, 1159-1181.	6.4	11
79	Emotional Communication Between Chatbots and Users: An Empirical Study on Online Customer Service System. Lecture Notes in Computer Science, 2022, , 513-530.	1.3	1

#	ARTICLE	IF	CITATIONS
81	Human-Computer Interaction in Customer Service: The Experience with AI Chatbots—A Systematic Literature Review. Electronics (Switzerland), 2022, 11, 1579.	3.1	43
83	Analyzing the corporate social responsibility perception from customer relationship quality perspective. An application to the retail banking sector. Corporate Social Responsibility and Environmental Management, 2022, 29, 2053-2064.	8.7	3
84	Opposing Effects of Response Time in Human–Chatbot Interaction. Business and Information Systems Engineering, 2022, 64, 773-791.	6.1	10
85	An investigation on trust in AI-enabled collaboration: Application of AI-Driven chatbot in accommodation-based sharing economy. Electronic Commerce Research and Applications, 2022, , 101164.	5.0	7
86	Virtual agents and flow experience: An empirical examination of AI-powered chatbots. Technological Forecasting and Social Change, 2022, 181, 121772.	11.6	31
87	Execution of College Enquiry Chatbot using IBM virtual Assistant. , 2022, , .		0
88	AI and Deep Learning-driven Chatbots: A Comprehensive Analysis and Application Trends. , 2022, , .		3
89	Harnessing the power of chatbot social conversation for organizational listening: The impact on perceived transparency and organization-public relationships. Journal of Public Relations Research, 2022, 34, 20-44.	2.3	14
91	Examining Consumer's Intention to Adopt AI-Chatbots in Tourism Using Partial Least Squares Structural Equation Modeling Method. Mathematics, 2022, 10, 2190.	2.2	19
92	Chatbots and service failure: When does it lead to customer aggression. Journal of Retailing and Consumer Services, 2022, 68, 103044.	9.4	25
93	When do AI chatbots lead to higher customer satisfaction than human frontline employees in online shopping assistance? Considering product attribute type. Journal of Retailing and Consumer Services, 2022, 68, 103059.	9.4	42
94	Natural Language Processing. Computational Intelligence Methods and Applications, 2022, , 217-244.	0.5	1
95	Artificial empathy in marketing interactions: Bridging the human-AI gap in affective and social customer experience. Journal of the Academy of Marketing Science, 2022, 50, 1198-1218.	11.2	51
96	Microexpressions in digital humans: perceived affect, sincerity, and trustworthiness. Electronic Markets, 2022, 32, 1603-1620.	8.1	4
97	Enhancing customer satisfaction with chatbots: The influence of communication styles and consumer attachment anxiety. Frontiers in Psychology, 0, 13, .	2.1	6
98	Text-Based Chatbot in Financial Sector: A Systematic Literature Review. Data Science in Finance and Economics, 2022, 2, 232-259.	1.5	12
99	Artificial Intelligence Technology and Applications in the Current Scenario. Advances in Computational Intelligence and Robotics Book Series, 2022, , 57-78.	0.4	0
100	Social norm learning from non-human agents can induce a persistent perceptual bias: A diffusion model approach. Acta Psychologica, 2022, 229, 103691.	1.5	4

#	ARTICLE	IF	CITATIONS
101	Effects of Humanlikeness and Conversational Breakdown on Trust in Chatbots for Customer Service. , 2022, , .		1
102	Effectiveness and acceptability of conversational agents for sexual health promotion: a systematic review and meta-analysis. Sexual Health, 2022, 19, 391-405.	0.9	12
103	A Multilingual iChatbot for Voice Based Conversation. Lecture Notes in Electrical Engineering, 2022, , 439-451.	0.4	0
104	Impact of Artificial Intelligence-Based Chatbots on Customer Engagement and Business Growth. Studies in Big Data, 2022, , 195-210.	1.1	17
105	The Early History of IT Outsourcing: A Personal Reflection. Progress in IS, 2022, , 21-39.	0.6	0
106	Marketing in a Digital World. , 2022, , 13-33.		0
107	It Will Not Take Long! Longitudinal Effects of Robot Conflict Resolution Strategies on Compliance, Acceptance and Trust. , 2022, , .		5
108	AI vs. Human. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2022, , 160-178.	0.8	0
109	The Effect of Anthropomorphic Design Cues on Increasing Chatbot Empathy. , 2022, , .		2
110	Automation of Frontline Service Encounters: A Script Theory Perspective. , 2022, , .		0
111	Should the chatbot â€œsave itselfâ€•or â€œbe helped by othersâ€? The influence of service recovery types on consumer perceptions of recovery satisfaction. Electronic Commerce Research and Applications, 2022, 55, 101199.	5.0	13
112	Emotionally Intelligent Chatbots: A Systematic Literature Review. Human Behavior and Emerging Technologies, 2022, 2022, 1-23.	4.4	18
113	Artificial intelligence in retail â€" a systematic literature review. Foresight, 2023, 25, 264-286.	2.1	2
114	The impact of perceived control and power on adolescentsâ€™ acceptance intention of intelligent online services. Frontiers in Psychology, 0, 13, .	2.1	0
115	Anthropomorphism in AI-enabled technology: A literature review. Electronic Markets, 2022, 32, 2245-2275.	8.1	11
116	Using chatbots to support student goal setting and social presence in fully online activities: learner engagement and perceptions. Journal of Computing in Higher Education, 2023, 35, 40-68.	6.1	32
117	Uncanny Valley Effects on Chatbot Trust, Purchase Intention, and Adoption Intention in the Context of E-Commerce: The Moderating Role of Avatar Familiarity. International Journal of Human-Computer Interaction, 2024, 40, 441-456.	4.8	23
118	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

#	ARTICLE	IF	CITATIONS
120	The extended reality technology (ERT) framework for designing customer and service experiences in phygital settings: a service research agenda. Journal of Service Management, 2023, 34, 10-33.	7.2	14
121	Intersemiotic translation of contracts into digital environments. Frontiers in Artificial Intelligence, 0, 5, .	3.4	2
122	Mobile Technology Application in Aviation: Chatbot for Airline Customer Experience. , 2023, , 59-72.		2
123	Sentiments about autonomous vehicles. Journal of Engineering and Technology Management - JET-M, 2022, 66, 101717.	2.7	0
124	AI-Based Chatbots Adoption Model for Higher-Education Institutions: A Hybrid PLS-SEM-Neural Network Modelling Approach. Sustainability, 2022, 14, 12726.	3.2	38
125	Design and Development of New Interactive Chatbot System for Mobile Service Providers through Heuristic-Based Ensemble Learning. Cybernetics and Systems, 0, , 1-33.	2.5	1
126	AI in E-Commerce: Application of the Use and Gratification Model to The Acceptance of Chatbots. Sustainability, 2022, 14, 14270.	3.2	13
127	Use of chatbots for customer service in MSMEs. Applied Computing and Informatics, 2022, ahead-of-print, .	5.9	6
128	Is it the best for barista robots to serve like humans? A multidimensional anthropomorphism perspective. International Journal of Hospitality Management, 2023, 108, 103358.	8.8	9
129	Live support by chatbots with artificial intelligence: A future research agenda. Service Business, 2023, 17, 61-80.	4.2	12
130	Shift in Marketing Trends in the Current Competitive Scenario. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2022, , 244-250.	0.8	0
131	Researching interactions between humans and machines: methodological challenges. Publizistik, 0, , .	0.5	1
132	AI Chatbots in Customer Service: Adoption Hurdles and Simple Remedies. SSRN Electronic Journal, 0, , .	0.4	1
133	Assessing expectations and potential of domain independent corporate learning chatbots. , 2022, , .		0
134	Chatbot em realidade aumentada para atendimento ao público da Assembleia Legislativa do Amazonas. GeSec, 2022, 13, 828-841.	0.3	0
135	News from Messenger? A Cross-National Comparative Study of News Media's Audience Engagement Strategies via Facebook Messenger Chatbots. Digital Journalism, 0, , 1-20.	4.2	2
136	Using chatbots in e-retailing â€" how to mitigate perceived risk and enhance the flow experience. International Journal of Retail and Distribution Management, 2023, 51, 285-305.	4.7	14
137	Chatbots for Robotic Process Automation: Investigating Perceived Trust and User Satisfaction. , 2022, , .		2

#	ARTICLE	IF	CITATIONS
138	Effectiveness and Acceptability of Conversational Agents for Smoking Cessation: A Systematic Review and Meta-analysis. Nicotine and Tobacco Research, 2023, 25, 1241-1250.	2.6	5
139	AI-powered touch points in the customer journey: a systematic literature review and research agenda. Journal of Research in Interactive Marketing, 2023, 17, 620-639.	8.9	6
140	Utilitarian motivations to engage with travel websites: an interactive technology adoption model. Journal of Services Marketing, 2023, 37, 96-109.	3.0	14
141	Influence of chatbots on purchase intention in social commerce. Behaviour and Information Technology, 2024, 43, 331-352.	4.0	3
142	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
143	Chatbots as Part of Digital Government Service Provision â€" A User Perspective. Lecture Notes in Computer Science, 2023, , 66-82.	1.3	2
144	Humanizing Chatbots for Interactive Marketing. , 2023, , 255-273.		4
145	I will be with you Alexa! The impact of intelligent virtual assistant's authenticity and personalization on user reusage intentions. Computers in Human Behavior, 2023, 143, 107711.	8.5	6
146	Decision control and explanations in human-AI collaboration: Improving user perceptions and compliance. Computers in Human Behavior, 2023, 144, 107714.	8.5	5
147	Artificial intelligence empowered conversational agents: A systematic literature review and research agenda. Journal of Business Research, 2023, 161, 113838.	10.2	38
148	The Physical Presence and Relationship Distance for Efficient Consumerâ€"AI-Business Interactions and Marketing. , 2023, , 239-254.		2
149	Adoption of artificial intelligence (AI) based employee experience (EEX) chatbots. Information Technology and People, 2024, 37, 449-478.	3.2	12
150	Effects of the anthropomorphic image of intelligent customer service avatars on consumers' willingness to interact after service failures. Journal of Research in Interactive Marketing, 2023, 17, 734-753.	8.9	3
151	Whether to trust chatbots: Applying the event-related approach to understand consumersâ€™ emotional experiences in interactions with chatbots in e-commerce. Journal of Retailing and Consumer Services, 2023, 73, 103325.	9.4	17
152	Determinants and consequences of trust in AI-based customer service chatbots. Service Industries Journal, 2023, 43, 642-675.	8.3	6
153	An Information Management Model for Addressing Residentsâ€™ Complaints through Artificial Intelligence Techniques. Buildings, 2023, 13, 737.	3.1	9
154	Research on Empathic Remediation Mechanism of Chatbots Mediated by Social Presence and Trust. , 2022, , .		1
155	The use of chatbots in university EFL settings: Research trends and pedagogical implications. Frontiers in Psychology, 0, 14, .	2.1	7

#	Article	IF	Citations
156	Building a Chatbot System to Analyze Opinions of English Comments. Informatics and Automation, 2023, 22, 289-315.	0.9	3
157	I, chatbot! the impact of anthropomorphism and gaze direction on willingness to disclose personal information and behavioral intentions. Psychology and Marketing, 2023, 40, 1372-1387.	8.2	19
158	AI/ML Based new smart customer feedback system for hospitality Industry. , 2022, , .		2
159	Exploring the Future Development of Artificial Intelligence (AI) Applications in Chatbots: A Bibliometric Analysis. International Journal of Social Robotics, 2023, 15, 703-716.	4.6	8
160	Artificial intelligence service agents: a silver lining in rural India. Kybernetes, 0, , .	2.2	2
161	Digital Ethics of Artificial Intelligence Application in Business: Awareness of New Opportunities and Risks. NauÄnye IssledovaniÃ¢ ÃˆkonomiÄeskogo FakulÊ¹teta, 2023, 15, 37-54.	0.2	0
162	The effects of AI service quality and AI function-customer ability fitÂon customer's overall co-creation experience. Industrial Management and Data Systems, 2023, 123, 1717-1735.	3.7	4
163	Factors Affecting Consumers Adoption of AI-Based Chatbots: The Role of Anthropomorphism. American Journal of Industrial and Business Management, 2023, 13, 195-214.	0.6	3
164	Investigating the Synonyms of Conversational Agents to Aid Cross-Disciplinary CA Research. , 2023, , .		1
165	Charting the Evolution and Future of Conversational Agents: A Research Agenda Along Five Waves and New Frontiers. Information Systems Frontiers, 0, , .	6.4	8
166	Factors affecting user trust and intention in adopting chatbots: the moderating role of technology anxiety in insurtech. Journal of Financial Services Marketing, 0, , .	3.4	2
167	Social companionship with artificial intelligence: Recent trends and future avenues. Technological Forecasting and Social Change, 2023, 193, 122634.	11.6	14
168	Exploring the potential of mobile health interventions to address behavioural risk factors for the prevention of non-communicable diseases in Asian populations: a qualitative study. BMC Public Health, 2023, 23, .	2.9	0
169	The complementary effects ofÂbankÂintangible value bindingÂinÂcustomer robo-advisory adoption. International Journal of Bank Marketing, 2023, 41, 971-988.	6.4	1
170	AI-based chatbots in conversational commerce and their effects on product and price perceptions. Electronic Markets, 2023, 33, .	8.1	8
171	Explainable artificial intelligence in information systems: A review of the status quo and future research directions. Electronic Markets, 2023, 33, .	8.1	7
172	Business types matter: new insights into the effects of anthropomorphic cues in AI chatbots. Journal of Services Marketing, 2023, 37, 1032-1045.	3.0	4
173	A text-messaging chatbot to support outdoor recreation monitoring through community science. Digital Geography and Society, 2023, 5, 100059.	2.4	0

#	ARTICLE	IF	CITATIONS
174	Someone Like Us. Advances in Human and Social Aspects of Technology Book Series, 2023, , 189-214.	0.3	0
175	The dual effect of anthropomorphism on customersâ€™ decisions to use artificial intelligence devices in hotel services. Journal of Hospitality Marketing and Management, 2023, 32, 1048-1076.	8.2	2
176	What Makes People Feel Empathy for AI Chatbots? Assessing the Role of Competence and Warmth. International Journal of Human-Computer Interaction, 0, , 1-14.	4.8	6
177	Attitude, Behavioral Intention and Adoption of AI Driven Chatbots in the Banking Sector. , 2023, , .		1
178	Artificial Intelligence in Ecology: A Commentary on a Chatbot's Perspective. Bulletin of the Ecological Society of America, 2023, 104, .	0.2	4
179	Decision-guided chatbots and cognitive styles in interdisciplinary learning. Computers and Education, 2023, 201, 104812.	8.3	7
180	Effect of Artificial Intelligent on Empathy Quotient (EmQ) and Responsiveness of Customer Care Executive- A Study from Customer's Lenses. , 2023, , .		0
181	NLP techniques for automating responses to customer queries: a systematic review. Discover Artificial Intelligence, 2023, 3, .	3.1	5
182	FinTech and Artificial Intelligence in Relationship Banking and Computer Technology. Advances in Electronic Government, Digital Divide, and Regional Development Book Series, 2023, , 169-187.	0.2	4
183	Hi, Iâ€™m taking over this account! Leveraging social media takeovers in fostering consumer-brand relationships. Journal of Business Research, 2023, 165, 114030.	10.2	2
184	Machine Learning based Intelligent Career Counselling Chatbot (ICCC). , 2023, , .		1
185	Online recommendersâ€™ anthropomorphism improves user response to hedonic and benefit-based product appeals through the recommendersâ€™ perceived ability to learn. PLoS ONE, 2023, 18, e0287663.	2.5	1
186	Inducing consumersâ€™ self-disclosure through the fit between Chatbotâ€™s interaction styles and regulatory focus. Journal of Business Research, 2023, 166, 114127.	10.2	2
187	The Impact of Customer Service Robotâ€™s Proactive Behavior on Consumer Purchase Intention in a Pre-sale Consultation Scenario. Communications in Computer and Information Science, 2023, , 401-408.	0.5	0
188	Who Would You Rather Ask forÂHelp? AÂComparison Between Two Chatbot Personalities inÂInformation Management. Lecture Notes in Computer Science, 2023, , 334-353.	1.3	0
189	Towards Human-Centered Design of AI Service Chatbots: Defining the Building Blocks. Lecture Notes in Computer Science, 2023, , 68-87.	1.3	0
190	Chatbots and Children with Special Educational Needs Interaction. Lecture Notes in Computer Science, 2023, , 443-452.	1.3	0
191	Chatbotsâ€™ effectiveness in service recovery. International Journal of Information Management, 2023, , 102679.	17.5	2

#	ARTICLE	IF	CITATIONS
193	Customer Experience in Open Banking and How It Affects Loyalty Intention: A Study from Saudi Arabia. Sustainability, 2023, 15, 10867.	3.2	2
194	How Close Are You to Your End Consumer?. Advances in Human Resources Management and Organizational Development Book Series, 2023, , 20-39.	0.3	0
195	Service chatbot: Co-citation and big data analysis toward a review and research agenda. Technological Forecasting and Social Change, 2023, 194, 122722.	11.6	3
196	Unleashing the potential of chatbots in business: A bibliometric analysis. Business Information Review, 0, , .	0.7	0
197	Effect of AI Chatbot's Interactivity on Consumers' Negative Word-of-Mouth Intention: Mediating Role of Perceived Empathy and Anger. International Journal of Human-Computer Interaction, 0, , 1-16.	4.8	1
198	AI-Driven Bilingual Talkbot for Academic Counselling. , 2023, , .		0
199	AI-Based advanced Talk-chatbot for Implementation. , 2023, , .		0
200	Digital Transformation of Ticketing Services. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2023, , 156-179.	0.8	2
201	Artificial intelligence in customer retention: a bibliometric analysis and future research framework. Kybernetes, 0, , .	2.2	2
202	Investigating student acceptance of an academic advising chatbot in higher education institutions. Education and Information Technologies, 2024, 29, 6357-6382.	5.7	5
203	Chatbots in frontline services and customer experience: An anthropomorphism perspective. Psychology and Marketing, 2023, 40, 2201-2225.	8.2	3
204	Legitimization of paltry favors effect and chatbot-moderated fundraising. Current Psychology, 2024, 43, 9245-9257.	2.8	1
205	Smart City Innovations in Integrated Payment Technologies. , 2023, , 57-63.		0
206	Robot service failure and recovery: Literature review and future directions. International Journal of Advanced Robotic Systems, 2023, 20, .	2.1	1
207	Customer acceptability towards AI-enabled digital banking: a PLS-SEM approach. Journal of Financial Services Marketing, 0, , .	3.4	1
208	Engaging Self-service in a Customer Service Ecosystem. , 2023, , 123-154.		1
209	The Human Likeness of Government Chatbots — An Empirical Study from Norwegian Municipalities. Lecture Notes in Computer Science, 2023, , 111-127.	1.3	0
210	Measuring the Service Quality of Artificial Intelligence in the Tourism and Hospitality Industry. Advances in Hospitality, Tourism and the Services Industry, 2023, , 133-155.	0.2	2

#	Article	IF	Citations
211	An E-Commerce Conversational Virtual Assistant in Service of Mild Cognitive Impairment Patients. , 2023, , .		0
212	The shortcomings of artificial intelligence: A comprehensive study. International Journal of Library and Information Science, 2023, 15, 8-13.	0.7	0
213	Advancing algorithmic bias management capabilities in AI-driven marketing analytics research. Industrial Marketing Management, 2023, 114, 243-261.	6.7	3
214	Impact of the E-brand on the Consumer's E-trust, Reliance and Resistance Towards the Chatbot. Springer Series in Design and Innovation, 2023, , 267-292.	0.3	0
215	An Epistemology on Role of AI-Powered E-commerce Chatbot to Support CX. Algorithms for Intelligent Systems, 2023, , 109-121.	0.6	0
216	Unravelling the Impact of Generative Artificial Intelligence (GAI) in Industrial Applications: A Review of Scientific and Grey Literature. Global Journal of Flexible Systems Management, 2023, 24, 659-689.	6.3	12
217	Measuring responsible artificial intelligence (RAI) in banking: a valid and reliable instrument. AI and Ethics, 0, , .	6.8	0
218	Research on the impact ofÂtheÂapplication of artificial intelligence technology onÂtheÂsustainable development ofÂmobile e-commerce. Benchmarking, 0, , .	4.6	0
219	Anthropomorphism and consumer behaviour: A <scp>SPARâ€4â€SLR</scp> protocol compliant hybrid review. International Journal of Consumer Studies, 0, , .	11.6	1
220	Chatbots in Digital Marketing. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2023, , 46-72.	0.8	2
221	Developing a Curated Chatbot as an Exploratory Communication Tool for Chemistry Learning. Journal of Chemical Education, 2023, 100, 4092-4098.	2.3	0
222	I can feel AI failure: the impact ofÂservice failure type and failure assessment on customer recovery expectation. Industrial Management and Data Systems, 0, , .	3.7	0
223	Concrete or abstract: How chatbot response styles influence customer satisfaction. Electronic Commerce Research and Applications, 2023, 62, 101317.	5.0	0
224	A Systematic Study of Application of Cognitive Intelligence in Mphasis â€" a Case Study. International Journal of Case Studies in Business, IT, and Education, 0, , 360-380.	0.0	0
225	Chatbots Benefications Towards the Education Sector. Advances in Library and Information Science, 2023, , 133-150.	0.2	0
226	Determinants Affecting Consumer Trust in Communication With AI Chatbots. Journal of Organizational and End User Computing, 2023, 35, 1-24.	2.9	3
227	Evaluation of inpatient medication guidance from an artificial intelligence chatbot. American Journal of Health-System Pharmacy, 2023, 80, 1822-1829.	1.0	1
228	Perceived conversational ability of task-based chatbots â€" Which conversational elements influence the success of text-based dialogues?. International Journal of Information Management, 2024, 74, 102699.	17.5	6

#	ARTICLE	IF	CITATIONS
229	Effects of Prior Experience, Gender, and Age on Trust in a Banking Chatbot With(Out) Breakdown and Repair. Lecture Notes in Computer Science, 2023, , 277-296.	1.3	1
230	The relationship between AI stimuli and customer stickiness, and the roles of social presence and customer traits. Journal of Research in Interactive Marketing, 0, , .	8.9	0
231	Emotional expression by artificial intelligence chatbots to improve customer satisfaction: Underlying mechanism and boundary conditions. Tourism Management, 2024, 100, 104835.	9.8	4
232	AI-Based Chatbot Agents as Drivers of Purchase Intentions: An Interdisciplinary Study. Internet of Things, 2023, , 77-89.	1.7	0
233	Methodology of Labeling According to 9 Criteria of DSM-5. Applied Sciences (Switzerland), 2023, 13, 10481.	2.5	0
234	Is It Practical to Utilize AI-Powered Chatbots in Halal Marketing Communications?. Advances in Logistics, Operations, and Management Science Book Series, 2023, , 34-55.	0.4	0
235	Reklam Metni YazÄ±mÄ±nda Yapay ZekÃ¢ Ä°nsana KarÅŸÄ±. Ä°ktisadi Ä°dari Ve Siyasal AraÅŸtÄ±rmalar Dergisi, 0, , 303-315.	0.9	0
236	Knowledge evolutionary process of Artificial intelligence in E-commerce: Main path analysis and science mapping analysis. Expert Systems With Applications, 2024, 238, 121801.	7.6	1
238	Digital and Sustainable Products to Achieve Sustainable Business Goals Along the Path to Industry 5.0. , 2023, , 25-40.		0
239	Personal touch in digital customer service: a conceptual framework ofÂrelational personalization forÂconversational AI. Journal of Service Theory and Practice, 2024, 34, 33-65.	3.2	2
240	The impact of intelligent customer service agentsâ€™ initial response on consumersâ€™ continuous interaction intention. Journal of Retailing and Consumer Services, 2024, 76, 103585.	9.4	2
241	Medical Artificial Intelligence Information Disclosure on Healthcare Professional Involvement in Innovation: A Transactional Theory of Stress and Coping Model. International Journal of Human-Computer Interaction, 0, , 1-13.	4.8	0
242	Seeking empathy or suggesting a solution? Effects of chatbot messages on service failure recovery. Electronic Markets, 2023, 33, .	8.1	0
243	When AI meets internet public welfare: a study of the impact of intelligent customer service avatars on individual online donation behavior. Current Psychology, 0, , .	2.8	0
244	Examining how information presentation methods and a chatbot impact the use and effectiveness of electronic health record patient portals: An exploratory study. Patient Education and Counseling, 2024, 119, 108055.	2.2	0
245	Investigating the Effects of Perceived Autonomy in Chatbot Advertising. Journal of Interactive Advertising, 2023, 23, 323-338.	5.3	0
246	DERIVING TRUST-SUPPORTING DESIGN KNOWLEDGE FOR AI-BASED CHATBOTS IN CUSTOMER SERVICE: A USE CASE FROM THE AUTOMOTIVE INDUSTRY. Journal of Organizational Computing and Electronic Commerce, 2023, 33, 178-210.	1.8	1
247	Understanding AI tool engagement: A study of ChatGPT usage and word-of-mouth among university students and office workers. Telematics and Informatics, 2023, 85, 102067.	5.8	3

#	ARTICLE	IF	CITATIONS
249	From multimodal features to behavioural inferences: A pipeline to model engagement in human-robot interactions. PLoS ONE, 2023, 18, e0285749.	2.5	0
250	From web forms to chatbots: The roles of consistency and reciprocity for user information disclosure. Information Systems Journal, 0, , .	6.9	0
251	Consumers' promotion focus mitigates the negative effects of chatbots on purchase likelihood. Journal of Consumer Behaviour, 0, , .	4.2	0
252	Designing a wearable IoT-based bladder level monitoring system for neurogenic bladder patients. European Journal of Information Systems, 0, , 1-23.	9.2	0
253	Evaluating the effectiveness of conversational marketing: A comparative study of live chat and chatbot. AIP Conference Proceedings, 2023, , .	0.4	0
254	The double-edged sword effect of chatbot anthropomorphism on customer acceptance intention: the mediating roles of perceived competence and privacy concerns. Behaviour and Information Technology, 0, , 1-23.	4.0	0
255	ENDÃœSTRÄ°YEL PAZARDA SOHBET ROBOTUNUN KULLANIMINA YÃ–NELÄ°K NÄ°TEL BÄ°R ARAÅžTIRMA. Dijital CÌ§agÌ†da IsÌ§letmecilik Dergisi, 0, , .	0.2	0
256	Finding the sweet spot: Exploring the optimal communication delay for AI feedback tools. Information Processing and Management, 2024, 61, 103572.	8.6	1
257	Towards defining industry 5.0 vision with intelligent and softwarized wireless network architectures and services: A survey. Journal of Network and Computer Applications, 2024, 223, 103796.	9.1	0
258	A Scholarly Definition of Artificial Intelligence (AI): Advancing AI as a Conceptual Framework in Communication Research. Political Communication, 2024, 41, 317-334.	3.9	3
260	Build Belonging and Trust Proactively: A Humanized Intelligent Streamer Assistant with Personality, Emotion and Memory. Communications in Computer and Information Science, 2024, , 140-147.	0.5	0
261	Enhancing Customer Support Services in Banking Using Generative AI. IFIP Advances in Information and Communication Technology, 2024, , 288-295.	0.7	0
262	Determinants affecting customer intention to use chatbots in the banking sector. Innovative Marketing, 2023, 19, 257-268.	1.7	0
263	Trust in the chatbot: a semi-human relationship. Future Business Journal, 2023, 9, .	2.8	0
264	Interactive Development of Medical Robot Using Voice Chatbot Based on Deep Learning. , 2023, , .		0
265	Crafting the techno-functional blocks for Metaverse - A review and research agenda. International Journal of Information Management Data Insights, 2024, 4, 100213.	9.7	0
266	The role of perceived freewill in crises of human-AI interaction: the mediating role of ethical responsibility of AI. International Journal of Advertising, 0, , 1-27.	6.7	0
267	Investigating the Key Success Factors of Chatbot-Based Positive Psychology Intervention with Retrieval- and Generative Pre-Trained Transformer (GPT)-Based Chatbots. International Journal of Human-Computer Interaction, 0, , 1-12.	4.8	1

#	Article	IF	Citations
268	Interpretable Artificial Intelligence in Information Systems: Status Review and Future Research Directions. International Journal of Advanced Research in Science, Communication and Technology, 0, , 216-228.	0.0	0
269	Acceptance of AI in Service Scenarios: The Impact of Chatbot Anthropomorphism on Customers' Willingness to Use Continuously. , 2023, , .		0
270	Revolutionizing generative pre-traineds: Insights and challenges in deploying ChatGPT and generative chatbots for FAQs. Expert Systems With Applications, 2024, 246, 123224.	7.6	0
271	Study of Chatbot In Customer Service at Banking. , 2023, , .		0
272	Uncovering the Reasons behind Willingness to Pay for ChatGPT-4 Premium. International Journal of Human-Computer Interaction, 0, , 1-16.	4.8	0
274	Digital transformation and integration of artificial intelligence in financial institutionsÂ. Journal of Financial Reporting and Accounting, 0, , .	2.4	0
275	Revolutionizing User Engagement: Integrating Chatbot Technology for Real-Time Assistance and Interactive Dialogue in Human-Robot Interaction. International Journal of Advanced Research in Science, Communication and Technology, 0, , 663-669.	0.0	0
276	Untouchable them: the effect of chatbot gender on angry customers. Journal of Research in Interactive Marketing, 0, , .	8.9	0
277	Impact of Personalization on Improving a Chatbot's Performance. Case Study for a Banking Virtual Assistant. Smart Innovation, Systems and Technologies, 2024, , 259-270.	0.6	0
278	Conversational AI Chatbots in library research: An integrative review and future research agenda. Journal of Librarianship and Information Science, 0, , .	2.4	0
279	Foundations of Artificial Intelligence and the Ever-Evolving Technological Landscape in Business. Advances in Business Information Systems and Analytics Book Series, 2024, , 1-18.	0.4	0
280	Investigating chatbot users' e-satisfaction and patronage intention through social presence and flow: Indian online travel agencies (OTAs). Journal of Systems and Information Technology, 2024, 26, 89-114.	1.7	0
281	Sociomaterial Imbrication; The Role of Chatbot on Customer Experience. , 2023, , .		0
282	Empathic voice assistants: Enhancing consumer responses in voice commerce. Journal of Business Research, 2024, 175, 114566.	10.2	0
283	The effect of the anthropomorphic design of chatbots on customer switching intention when the chatbot service fails: An expectation perspective. International Journal of Information Management, 2024, 76, 102767.	17.5	0
284	Rethinking Conversation Styles of Chatbots from the Customer Perspective: Relationships between Conversation Styles of Chatbots, Chatbot Acceptance, and Perceived Tie Strength and Perceived Risk. International Journal of Human-Computer Interaction, 0, , 1-21.	4.8	0
285	Transformative Power of Artificial Intelligence in Decision-Making, Automation, and Customer Engagement. Advances in Logistics, Operations, and Management Science Book Series, 2024, , 189-208.	0.4	0
287	How does incorporating ChatGPT within a firm reinforce agility-mediated performance? The moderating role of innovation infusion and firms' ethical identity. Technovation, 2024, 132, 102975.	7.8	0

#	ARTICLE	IF	CITATIONS
288	Development of the conceptual business model of a third-party logistics provider for Indonesian small contractors. International Journal of Construction Management, 0, , 1-10.	3.2	0
289	Scientific Mapping of Chatbot Literature: A Bibliometric Analysis. International Journal of Mathematical, Engineering and Management Sciences, 2024, 9, 323-340.	0.7	0
290	Navigating autonomy and control in human-AI delegation: User responses to technology- versus user-invoked task allocation. Decision Support Systems, 2024, 180, 114193.	5.9	0
291	Use of Chatbots at the Intersection of Technology and Education. Advances in Higher Education and Professional Development Book Series, 2024, , 91-118.	0.2	0
292	Strategic Implications of Chatbots in Marketing: Exploring Applications and Factors of Customer Acceptance. , 2024, , 1-18.		0
293	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
294	On the relationship between mind perception and social support of chatbots. Frontiers in Psychology, 0, 15, .	2.1	0
295	Informational or emotional? Exploring the relative effects of chatbots' self-recovery strategies on consumer satisfaction. Journal of Retailing and Consumer Services, 2024, 78, 103779.	9.4	0
296	Digital clinical empathy in a live chat: multiple findings from a formative qualitative study and usability tests. BMC Health Services Research, 2024, 24, .	2.2	0
297	(Un-)persuasive robots: Exploring the effect of anthropomorphic cues on the foot-in-the-door effect across three experimental studies. , 2024, 2, 100061.		0
298	Marktforschung in der Customer-Dominant Logic. , 2024, , 163-227.		0
299	Generative AI and human–robot interaction: implications and future agenda for business, society and ethics. AI and Society, 0, , .	4.6	0
300	Understanding virtual agents' service quality in the context of customer service: A fit-viability perspective. Electronic Commerce Research and Applications, 2024, 65, 101380.	5.0	0
301	Agencement of onlife and phygital: smart tech–enabled value co-creation practices. Journal of Service Management, 0, , .	7.2	0
302	Chatting with artificial intelligence to combat antibiotic resistance: Opportunities and challenges. Current Research in Biotechnology, 2024, 7, 100197.	3.7	0
303	Artificial Intelligence in the Media Economy: A Systematic Review of Use Cases, Application Potentials, and Challenges of Generative Language Models. , 2024, , 1-69.		0
304	The Effect of AI Agent Gender on Trust and Grounding. Journal of Theoretical and Applied Electronic Commerce Research, 2024, 19, 692-704.	5.7	0
305	Implementation and uses of smart artificial intelligence (AI) conversational chabot technology in retail businesses. AIP Conference Proceedings, 2024, , .	0.4	0

#	ARTICLE	IF	CITATIONS
306	The power of AI: enhancing customer loyalty through satisfaction and efficiency. Cogent Business and Management, 2024, 11, .	2.9	0
307	AI literacy for users â€" A comprehensive review and future research directions of learning methods, components, and effects. , 2024, 2, 100062.		0
308	Customer Service with AI-Powered Human-Robot Collaboration (HRC): A Literature Review. Procedia Computer Science, 2024, 232, 1222-1232.	2.0	0