

# Customer service chatbots: Anthropomorphism and ad

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Citation Report

#	ARTICLE	IF	CITATIONS
1	Social Media, Quo Vadis? Prospective Development and Implications. <i>Future Internet</i> , 2020, 12, 146.	3.8	22
2	Touch Versus Tech in Service Encounters. <i>Cornell Hospitality Quarterly</i> , 2021, 62, 468-481.	3.8	20
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