

Blame the Bot: Anthropomorphism and Anger in Custom

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Citation Report

#	ARTICLE	IF	CITATIONS
1	The Impact of Chatbots on Customer Loyalty: A Systematic Literature Review. <i>Journal of Theoretical and Applied Electronic Commerce Research</i> , 2022, 17, 212-229.	3.1	58
2	The TRISEC framework for optimizing conversational agent design across search, experience and credence service contexts. <i>Journal of Service Management</i> , 2022, ahead-of-print, .	4.4	2
3	The effect of implementing chatbot customer service on stock returns: an event study analysis. <i>Journal of the Academy of Marketing Science</i> , 2023, 51, 802-822.	7.2	21
4	Thumbs Up or Down: Consumer Reactions to Decisions by Algorithms Versus Humans. <i>Journal of Marketing Research</i> , 2022, 59, 696-717.	3.0	40
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6	The impact of service robots in retail: Exploring the effect of novelty priming on consumer behavior. <i>Journal of Retailing and Consumer Services</i> , 2022, 68, 103002.	5.3	31
7	Employee-(ro)bot collaboration in service: an interdependence perspective. <i>Journal of Service Management</i> , 2023, 34, 176-207.	4.4	15
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20	Customer satisfaction and international business: A multidisciplinary review and avenues for research. <i>Journal of International Business Studies</i> , 2022, 53, 1695-1733.	4.6	7

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