Organizational Factors Affecting Successful Implement
Service

Citation Report

#	ARTICLE	IF	CITATIONS
1	How Can a Chatbot Support Human Resource Management? Exploring the Operational Interplay. Lecture Notes in Computer Science, 2022, , 73-89.	1.3	1
2	Effects of Humanlikeness and Conversational Breakdown on Trust in Chatbots for Customer Service. , 2022, , .		1
3	Live support by chatbots with artificial intelligence: A future research agenda. Service Business, 2023, 17, 61-80.	4.2	12
4	Exploring Indonesian Companies' Chatbots to Gather Customer Experience. , 0, , .		0
5	Towards Effective Conversational Agents: A Prototype-Based Approach for Facilitating Their Evaluation and Improvement. Lecture Notes in Computer Science, 2023, , 302-320.	1.3	0
6	Decoding the ChatGPT mystery: A comprehensive exploration of factors driving AI language model adoption. Information Development, 0, , .	2.3	4
7	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
8	The Adoption and Implementation of Artificial Intelligence Chatbots in Public Organizations: Evidence from U.S. State Governments. American Review of Public Administration, 0, , .	2.3	1
9	Analyzing ChatGPT adoption drivers with the TOEK framework. Scientific Reports, 2023, 13, .	3.3	2
10	The Mediating Role of Parasocial Relationship in Customer Services Chatbots Among Millennials and Gen Z Population. International Journal of Human-Computer Interaction, 0, , 1-13.	4.8	0
11	The impact of chatbots on public service provision: A qualitative interview study with citizens and public service providers. Government Information Quarterly, 2024, 41, 101927.	6.8	0
12	Implementation and uses of smart artificial intelligence (AI) conversational chabot technology in retail businesses. AIP Conference Proceedings, 2024, , .	0.4	0