

AI Customer Service: Task Complexity, Problem-Solving

Australasian Marketing Journal

28, 189-199

DOI: [10.1016/j.ausmj.2020.03.005](https://doi.org/10.1016/j.ausmj.2020.03.005)

Citation Report

#	ARTICLE	IF	CITATIONS
1	Artificial intelligence in marketing: A bibliographic perspective. Australasian Marketing Journal, 2021, 29, 252-263.	5.4	34
2	Artificial intelligence (AI) and value co-creation in B2B sales: Activities, actors and resources. Australasian Marketing Journal, 2021, 29, 243-251.	5.4	36
3	Stimulating or Intimidating: The Effect of AI-Enabled In-Store Communication on Consumer Patronage Likelihood. Journal of Advertising, 2021, 50, 63-80.	6.6	31
4	Job candidatesâ€™ reactions to AI-Enabled job application processes. AI and Ethics, 2021, 1, 119-130.	6.8	21
5	Research on Users' Trust of Chatbots Driven by AI: An Empirical Analysis Based on System Factors and User Characteristics. , 2021, , .		2
6	Trust or no trust in chatbots: a dilemma of millennial. , 2021, , 103-119.		2
7	Digital Readiness and Acceptance of Mobile Advertising. Australasian Marketing Journal, 2021, 29, 95-103.	5.4	4
8	Using extended complexity theory to test SMEsâ€™ adoption of Blockchain-based loan system. PLoS ONE, 2021, 16, e0245964.	2.5	23
9	Artificial Intelligence in Electronic Commerce: Basic Chatbots and Consumer Journey. Amfiteatru Economic, 2021, 23, 87.	2.1	14
10	Reading Between the Lines: Understanding Customer Experience With Disruptive Technology Through Online Reviews. Australasian Marketing Journal, 2021, 29, 215-224.	5.4	15
11	Let's play: Me and my AIâ€powered avatar as one team. Psychology and Marketing, 2021, 38, 1014-1025.	8.2	29
12	Recasting Service Quality for AI-Based Service. Australasian Marketing Journal, 2022, 30, 297-312.	5.4	5
13	Selfâ€efficacy and callousness in consumer judgments of AIâ€enabled checkouts. Psychology and Marketing, 2021, 38, 1081-1100.	8.2	30
14	Determinants of Continuance Intention towards Banksâ€™ Chatbot Services in Vietnam: A Necessity for Sustainable Development. Sustainability, 2021, 13, 7625.	3.2	61
15	Artificial Intelligence (AI): Revolutionizing Digital Marketing. Australasian Marketing Journal, 2021, 29, 199-203.	5.4	43
16	Artificial Intelligence, Marketing, and the History of Technology: Kranzbergâ€™s Laws as a Conceptual Lens. Australasian Marketing Journal, 2023, 31, 81-89.	5.4	10
17	Decision augmentation and automation with artificial intelligence: Threat or opportunity for managers?. Business Horizons, 2021, 64, 711-724.	5.2	37
18	Artificial Intelligence Service Agents: Role of Parasocial Relationship. Journal of Computer Information Systems, 2022, 62, 1009-1023.	2.9	11

#	ARTICLE	IF	CITATIONS
19	Exploring the impact of chatbots on consumer sentiment and expectations in retail. <i>Journal of Retailing and Consumer Services</i> , 2021, 63, 102718.	9.4	42
20	Themed Issue Introduction: Promises and Perils of Artificial Intelligence and Advertising. <i>Journal of Advertising</i> , 2021, 50, 1-10.	6.6	29
22	Artificial Intelligence Methodologies for Data Management. <i>Symmetry</i> , 2021, 13, 2040.	2.2	10
23	When do consumers prefer AI-enabled customer service? The interaction effect of brand personality and service provision type on brand attitudes and purchase intentions. <i>Journal of Brand Management</i> , 2022, 29, 167-189.	3.5	7
24	Analyzing the Performance of the Unmanned Bank to Explore the Failure Reasons for AI Projects. , 2020, , .		2
25	Effect of community relationship management, relationship marketing orientation, customer engagement, and brand trust on brand loyalty: The case of a commercial bank in Thailand. <i>Journal of Retailing and Consumer Services</i> , 2022, 64, 102826.	9.4	37
26	Customer Brand Engagement through Chatbots on Bank Websitesâ€“ Examining the Antecedents and Consequences. <i>International Journal of Human-Computer Interaction</i> , 2022, 38, 1212-1227.	4.8	30
27	Artificial intelligence in customer-facing financial services: a systematic literature review and agenda for future research. <i>International Journal of Bank Marketing</i> , 2022, 40, 1299-1336.	6.4	43
28	Artificial intelligence, financial anxiety and cashier-less checkouts: a Saudi Arabian perspective. <i>International Journal of Bank Marketing</i> , 2022, 40, 1200-1216.	6.4	15
29	Evolving uncertainty in healthcare service interactions during COVID-19: Artificial Intelligence - a threat or support to value cocreation?. , 2022, , 93-116.		3
30	How Humanâ€“Chatbot Interaction Impairs Charitable Giving: The Role of Moral Judgment. <i>Journal of Business Ethics</i> , 2022, 178, 849-865.	6.0	26
31	Advertising Benefits from Ethical Artificial Intelligence Algorithmic Purchase Decision Pathways. <i>Journal of Business Ethics</i> , 2022, 178, 1043-1061.	6.0	21
32	Feeling the love? How consumer's political ideology shapes responses to AI financial service delivery. <i>International Journal of Bank Marketing</i> , 2022, 40, 1102-1132.	6.4	11
33	Segmentation for Financial Loan Company's Customers Data Based on K-means. , 2022, , .		0
34	Chatbots in customer service: Their relevance and impact on service quality. <i>Procedia Computer Science</i> , 2022, 201, 421-428.	2.0	24
35	The Future of Marketing: Artificial Intelligence, Virtual Reality, and Neuromarketing. <i>Palgrave Studies of Marketing in Emerging Economies</i> , 2022, , 253-280.	1.0	2
36	Employee-(ro)bot collaboration in service: an interdependence perspective. <i>Journal of Service Management</i> , 2023, 34, 176-207.	7.2	15
37	Disruptive technology and AI in the banking industry of an emerging market. <i>International Journal of Bank Marketing</i> , 2022, 40, 1217-1247.	6.4	15

#	ARTICLE	IF	CITATIONS
38	Gamifying the Human-in-the-Loop: Toward Increased Motivation for Training AI in Customer Service. Lecture Notes in Computer Science, 2022, , 100-117.	1.3	1
39	Man vs machine: how artificial intelligence in banking influences consumer belief in financial advice. International Journal of Bank Marketing, 2022, 40, 1182-1199.	6.4	17
40	Human-Computer Interaction in Customer Service: The Experience with AI Chatbots – A Systematic Literature Review. Electronics (Switzerland), 2022, 11, 1579.	3.1	43
41	Multi-Criteria Analysis for Selecting the Optimum Chatbot for Customer Service Under Uncertainty: Framework, Insights, and Case Study. SSRN Electronic Journal, 0, , .	0.4	0
42	Sophia Sophia tell me more, which is the most risk-free plan of all? AI anthropomorphism and risk aversion in financial decision-making. International Journal of Bank Marketing, 2022, 40, 1133-1158.	6.4	8
43	Uncertainty of Artificial Intelligence Assistant: The Effect of Assistant Type on Variety Seeking. Frontiers in Psychology, 2022, 13, .	2.1	2
44	Virtual agents and flow experience: An empirical examination of AI-powered chatbots. Technological Forecasting and Social Change, 2022, 181, 121772.	11.6	31
45	Research on the Influence Mechanism of Artificial Intelligence(AI) Customer Service on User Satisfaction with Online Shopping. , 2021, , .		0
47	AI anthropomorphism and its effect on users' self-congruence and self – AI integration: A theoretical framework and research agenda. Technological Forecasting and Social Change, 2022, 182, 121786.	11.6	25
48	Emerging Research Trends in Marketing: A Review of Australasian Marketing Journal. Australasian Marketing Journal, 2022, 30, 214-227.	5.4	8
49	How chatbot e-services motivate communication credibility and lead to customer satisfaction: The perspective of Thai consumers in the apparel retailing context. Innovative Marketing, 2022, 18, 15-27.	1.7	2
50	AI is better when I'm sure: The influence of certainty of needs on consumers' acceptance of AI chatbots. Journal of Business Research, 2022, 150, 642-652.	10.2	30
51	Perception of Innovative Usage of AI in Optimizing Customer Purchasing Experience within the Sustainable Fashion Industry. Sustainability, 2022, 14, 10082.	3.2	2
52	Utilization of artificial intelligence in the banking sector: a systematic literature review. Journal of Financial Services Marketing, 2023, 28, 835-852.	3.4	18
53	AI-driven banking services: the next frontier for a personalised experience in the emerging market. International Journal of Bank Marketing, 2022, 40, 1248-1271.	6.4	19
54	How complex systems get engaged in fashion design creation: Using artificial intelligence. Thinking Skills and Creativity, 2022, 46, 101137.	3.5	5
55	Tourists and AI: A political ideology perspective. Annals of Tourism Research, 2022, 97, 103471.	6.4	8
56	The Role of Chatbots in Enhancing Customer Experience: Literature Review. Procedia Computer Science, 2022, 203, 432-437.	2.0	4

#	ARTICLE	IF	CITATIONS
57	Investigating the relationships between dialog patterns and user satisfaction in customer service chat systems based on chat log analysis. <i>Journal of Information Science</i> , 0, , 016555152211240.	3.3	1
58	Continuance intention to use artificial intelligence personal assistant: type, gender, and use experience. <i>Heliyon</i> , 2022, 8, e10662.	3.2	13
59	Analyzing the Novel Approaches for Intelligent Computer-Aided Learning (ICAL). <i>Advances in Educational Technologies and Instructional Design Book Series</i> , 2022, , 75-87.	0.2	0
60	AI service impacts on brand image and customer equity: empirical evidence from China. <i>Journal of Brand Management</i> , 2023, 30, 61-76.	3.5	1
61	Role of Artificial Intelligence in Online Shopping and its Impact on Consumer purchasing behaviour and Decision. , 2022, , .		1
62	Behavioral Analytics of Consumer Complaints. <i>Advances in Business Information Systems and Analytics Book Series</i> , 2022, , 42-67.	0.4	2
63	Chatbots for Robotic Process Automation: Investigating Perceived Trust and User Satisfaction. , 2022, , .		2
64	Passengersâ€™ Perceptions and Satisfaction with Digital Technology Adopted by Airlines during COVID-19 Pandemic. <i>Future Transportation</i> , 2022, 2, 988-1009.	2.3	7
65	COMPANIESâ€™USAGE OF AI IN THE CZECH REPUBLIC. <i>AD ALTA Journal of Interdisciplinary Research</i> , 2022, 12, 320-324.	0.4	0
66	Structure equation modeling (SEM) approach for evaluating and analyzing the effect of IT-based services in banking sector on customer service quality (SEVQUAL). <i>International Journal of Advanced and Applied Sciences</i> , 2023, 10, 147-155.	0.4	0
67	A multi-criteria decision analysis model for selecting an optimum customer service chatbot under uncertainty. <i>Decision Analytics Journal</i> , 2023, 6, 100168.	4.8	5
68	The drone delivery services: An innovative application in an emerging economy. <i>Asian Journal of Shipping and Logistics</i> , 2023, 39, 39-45.	3.4	4
69	Requests classification in the customer service area for software companies using machine learning and natural language processing. <i>PeerJ Computer Science</i> , 0, 9, e1016.	4.5	0
70	AI-powered Digital Transformation: Tools, Benefits and Challenges for Marketers â€“ Case Study of LPP. <i>Procedia Computer Science</i> , 2023, 219, 397-404.	2.0	9
71	Hi Bixby: Determinants of goal-congruent usage and goal-congruent outcome in the artificial intelligence personal assistant context. <i>Journal of Information Science</i> , 0, , 016555152311615.	3.3	3
72	Artificial intelligence (AI) in FinTech decisions: the role of congruity and rejection sensitivity. <i>International Journal of Bank Marketing</i> , 2023, 41, 1282-1307.	6.4	4
73	Developing Organizational Resilience Through Decreasing Artificial Intelligence Anxiety in VUCA World. <i>Springer Proceedings in Business and Economics</i> , 2023, , 151-160.	0.3	0
74	Artificial Intelligence Trends and Perceptions. <i>Advances in Environmental Engineering and Green Technologies Book Series</i> , 2023, , 88-120.	0.4	1

#	ARTICLE	IF	CITATIONS
75	Task type's effect on attitudes towards voice assistants. <i>International Journal of Consumer Studies</i> , 2023, 47, 1772-1790.	11.6	1
76	Chatbot or human? The impact of online customer service on consumers' purchase intentions. <i>Psychology and Marketing</i> , 2023, 40, 2186-2200.	8.2	6
77	Digital Transformation of Ticketing Services. <i>Advances in Marketing, Customer Relationship Management, and E-services Book Series</i> , 2023, , 156-179.	0.8	2
78	Does artificial intelligence (AI) boost digital banking user satisfaction? Integration of expectation confirmation model and antecedents of artificial intelligence enabled digital banking. <i>Heliyon</i> , 2023, 9, e18930.	3.2	10
79	Artificial Intelligence in Customer Service Strategy for Seamless Customer Experiences. , 2023, , 73-97.		0
80	Linking Customer E-Service Quality with Artificial Intelligence-Based Business Environment. , 2023, , 259-279.		0
81	Opportunities and Challenges of AI-Driven Customer Service. , 2023, , 33-71.		2
82	Measuring the Service Quality of Artificial Intelligence in the Tourism and Hospitality Industry. <i>Advances in Hospitality, Tourism and the Services Industry</i> , 2023, , 133-155.	0.2	2
83	Physical artificial intelligence (PAI): the next-generation artificial intelligence. <i>Frontiers of Information Technology and Electronic Engineering</i> , 2023, 24, 1231-1238.	2.6	2
84	Engaging Robo-advisors in Financial Advisory Services: The Role of Psychological Comfort and Client Psychological Characteristics. <i>Australasian Marketing Journal</i> , 0, , .	5.4	0
85	Quality aspects vs consumption values: What affects intention to book hotels in the post-Covid era?. <i>Quality Management Journal</i> , 2023, 30, 225-243.	1.4	1
86	Task-oriented vs. social-oriented: chatbot communication styles in electronic commerce service recovery. <i>Electronic Commerce Research</i> , 0, , .	5.0	3
87	The Impact of Commercial Chatbots on Customer Relationship Quality: The Mediating Role of Social Perceptions and Psychological Distance*. , 2023, , .		0
88	The impact of intelligent customer service agents's initial response on consumers's continuous interaction intention. <i>Journal of Retailing and Consumer Services</i> , 2024, 76, 103585.	9.4	2
89	An Examination of the Opportunities and Challenges of Conversational Artificial Intelligence in Small and Medium Enterprises. <i>Review of Business and Economics Studies</i> , 2023, 11, 6-17.	0.4	0
90	Connecting artificial intelligence to value creation in services: mechanism and implications. <i>Service Business</i> , 2023, 17, 851-878.	4.2	0
91	Service robots: the dynamic effects of anthropomorphism and functional perceptions on consumers's responses. <i>European Journal of Marketing</i> , 2024, 58, 1-32.	2.9	1
92	Avoiding excessive AI service agent anthropomorphism: examining its role in delivering news. <i>Journal of Service Theory and Practice</i> , 0, , .	3.2	1

#	ARTICLE	IF	CITATIONS
93	"Iâ€™m Hurt Too": The Effect of a Chatbot's Reciprocal Self-Disclosures on Usersâ€™ Painful Experiences. Archives of Design Research, 2023, 36, 67-85.	0.3	1
94	Fintech Innovations. Advances in Finance, Accounting, and Economics, 2023, , 35-58.	0.3	1
95	From worker empowerment to managerial control: The devolution of AI tools' intended positive implementation to their negative consequences. Information and Organization, 2024, 34, 100498.	4.8	0
96	Applications of artificial intelligence and machine learning in the financial services industry: A bibliometric review. Heliyon, 2024, 10, e23492.	3.2	2
97	AI or Human? The Effect of Streamer Types on Consumer Purchase Intention in Live Streaming. International Journal of Human-Computer Interaction, 0, , 1-13.	4.8	0
98	Looking towards an automated future: U.S. attitudes towards future artificial intelligence instantiations and their effect. Humanities and Social Sciences Communications, 2024, 11, .	2.9	1
99	The adoption of artificial intelligence in human resources management practices. International Journal of Information Management Data Insights, 2024, 4, 100208.	9.7	1
100	Future of Artificial Intelligence in Developing a Sustainable Intelligent Engineering Systems: A Review. , 0, , .		0
101	The search for AI value: The role of complexity in human-AI engagement in the financial industry. , 2024, 2, 100050.		0
102	AI Chatbots in Chinese higher education: adoption, perception, and influence among graduate studentsâ€™an integrated analysis utilizing UTAUT and ECM models. Frontiers in Psychology, 0, 15, .	2.1	0
103	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
104	Importance of AI attributes in Indian retail stores: a conjoint analysis approach. International Journal of Retail and Distribution Management, 2024, 52, 355-371.	4.7	0
105	Scientific Mapping of Chatbot Literature: A Bibliometric Analysis. International Journal of Mathematical, Engineering and Management Sciences, 2024, 9, 323-340.	0.7	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	Measuring the Influence of Artificial Intelligence (AI) on Online Purchase Decisions-In Case of Indian Consumers. International Journal of Scientific Research in Science, Engineering and Technology, 2024, , 250-259.	0.1	0
108	The power of AI: enhancing customer loyalty through satisfaction and efficiency. Cogent Business and Management, 2024, 11, .	2.9	0
109	Disclosing AIâ€™s Involvement in Advertising to Consumers: A Task-Dependent Perspective. Journal of Advertising, 0, , 1-19.	6.6	0
110	Trust in Algorithmic Advice Increases with Task Complexity. Lecture Notes in Computer Science, 2024, , 86-106.	1.3	0