

Florian V Wangenheim

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/10451016/publications.pdf>

Version: 2024-02-01

24
papers

2,110
citations

430874

18
h-index

580821

25
g-index

28
all docs

28
docs citations

28
times ranked

1627
citing authors

#	ARTICLE	IF	CITATIONS
1	A Seasonal Model with Dropout to Improve Forecasts of Purchase Levels. <i>Journal of Interactive Marketing</i> , 2022, 57, 212-236.	6.2	1
2	Conversational Agents as Mediating Social Actors in Chronic Disease Management Involving Health Care Professionals, Patients, and Family Members: Multisite Single-Arm Feasibility Study. <i>Journal of Medical Internet Research</i> , 2021, 23, e25060.	4.3	55
3	Voice-Based Conversational Agents for the Prevention and Management of Chronic and Mental Health Conditions: Systematic Literature Review. <i>Journal of Medical Internet Research</i> , 2021, 23, e25933.	4.3	43
4	Deliberative and Paternalistic Interaction Styles for Conversational Agents in Digital Health: Procedure and Validation Through a Web-Based Experiment. <i>Journal of Medical Internet Research</i> , 2021, 23, e22919.	4.3	4
5	Business solutions as market signals that facilitate product sales. <i>Industrial Marketing Management</i> , 2020, 91, 30-40.	6.7	12
6	Artificial Intelligence-Based Conversational Agents for Chronic Conditions: Systematic Literature Review. <i>Journal of Medical Internet Research</i> , 2020, 22, e20701.	4.3	115
7	Antecedents of peripheral services cross-buying behavior. <i>Journal of Retailing and Consumer Services</i> , 2017, 36, 218-224.	9.4	24
8	Renew or cancel? Drivers of customer renewal decisions for IT-based service contracts. <i>Journal of Business Research</i> , 2017, 79, 181-188.	10.2	16
9	Branding Access Offers: The Importance of Product Brands, Ownership Status, and Spillover Effects to Parent Brands. <i>SSRN Electronic Journal</i> , 2015, , .	0.4	0
10	Branding access offers: the importance of product brands, ownership status, and spillover effects to parent brands. <i>Journal of the Academy of Marketing Science</i> , 2015, 43, 574-588.	11.2	41
11	High Tech and High Touch. <i>Journal of Service Research</i> , 2013, 16, 3-20.	12.2	269
12	Putting Attribution to Work: A Graph-Based Framework for Attribution Modeling in Managerial Practice. <i>SSRN Electronic Journal</i> , 2013, , .	0.4	10
13	Perils of Managing the Service Profit Chain: The Role of Time Lags and Feedback Loops. <i>Journal of Retailing</i> , 2012, 88, 356-366.	6.2	55
14	Drivers of Trust in Relational Service Exchange: Understanding the Importance of Cross-Cultural Differences. <i>Journal of Service Research</i> , 2010, 13, 453-468.	12.2	56
15	Cross-Cultural Differences in the Effect of Received Word-of-Mouth Referral in Relational Service Exchange. <i>Journal of International Marketing</i> , 2010, 18, 62-80.	4.4	85
16	The Reinforcing Effects of Loyalty Program Partnerships and Core Service Usage. <i>Journal of Service Research</i> , 2009, 11, 357-370.	12.2	107
17	Instant Customer Base Analysis: Managerial Heuristics Often "Get it Right". <i>Journal of Marketing</i> , 2008, 72, 82-93.	11.3	192
18	Behavioral Consequences of Overbooking Service Capacity. <i>Journal of Marketing</i> , 2007, 71, 36-47.	11.3	73

#	ARTICLE	IF	CITATIONS
19	Does the employeeâ€“customer satisfaction link hold for all employee groups?. Journal of Business Research, 2007, 60, 690-697.	10.2	95
20	Behavioral Consequences of Overbooking Service Capacity. Journal of Marketing, 2007, 71, 36-47.	11.3	97
21	The chain from customer satisfaction via word-of-mouth referrals to new customer acquisition. Journal of the Academy of Marketing Science, 2007, 35, 233-249.	11.2	264
22	Postswitching Negative Word of Mouth. Journal of Service Research, 2005, 8, 67-78.	12.2	170
23	The effect of word of mouth on services switching. European Journal of Marketing, 2004, 38, 1173-1185.	2.9	226
24	Behavioral Consequences of Customer-Initiated Channel Migration. SSRN Electronic Journal, 0, , .	0.4	0