

Gautam Ray

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/11593141/publications.pdf>

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9
papers

1,544
citations

1040056

9
h-index

1474206

9
g-index

9
all docs

9
docs citations

9
times ranked

1183
citing authors

#	ARTICLE	IF	CITATIONS
1	Estimating the Impact of “Humanizing” Customer Service Chatbots. Information Systems Research, 2021, 32, 736-751.	3.7	91
2	The impact of supply-side electronic integration on customer service performance. Journal of Operations Management, 2013, 31, 363-375.	5.2	43
3	Impact of Information Technology Capital on Firm Scope and Performance: The Role of Asset Characteristics. Academy of Management Journal, 2013, 56, 1125-1147.	6.3	58
4	Competitive Environment and the Relationship Between IT and Vertical Integration. Information Systems Research, 2009, 20, 585-603.	3.7	52
5	Manufacturers' Distribution Strategy in the Presence of the Electronic Channel. Journal of Management Information Systems, 2008, 25, 167-198.	4.3	18
6	Physical product reengineering with embedded information technology. Communications of the ACM, 2007, 50, 72-78.	4.5	21
7	Competing with IT. Communications of the ACM, 2007, 50, 87-91.	4.5	50
8	Strategic Investment in Switching Cost: An Integrated Customer Acquisition and Retention Perspective. International Journal of Electronic Commerce, 2006, 11, 7-35.	3.0	22
9	Capabilities, business processes, and competitive advantage: choosing the dependent variable in empirical tests of the resource-based view. Strategic Management Journal, 2004, 25, 23-37.	7.3	1,189