



Smart Services: Artificial Intelligence in Service Systems

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Message from the Guest Editors

Artificial intelligence (AI) is increasingly adopted in service production systems. Many aspects of modern service consumption are being progressively automated, opening opportunities for experimentation with big data and AI applications across a variety of sectors.

The Special Issue on “Artificial Intelligence Trends and Applications in Service Systems” welcomes submissions of recent research work on this promising application area for artificial intelligence. The call is open to a broad thematic range of papers covering the recent applications of big data and AI across service businesses, covering managerial and customer challenges, technologies, service robotics, and research trends aiming at offering to readers knowledge for extending the adoption of AI in services, and inspiring managerial decision and innovation in the field.

- service systems
- smart service
- service digitization
- customer interactions
- artificial intelligence
- emotion detection
- servitization
- service robots
- digitalization

