

## Special Issue

# Smart Services: Artificial Intelligence in Service Systems

### 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

---

### Guest Editors

Dr. Marlene Amorim  
Prof. Dr. Yuval Cohen  
Dr. João Reis

---

### Deadline for manuscript submissions

closed (30 July 2022)



## Applied Sciences

---

an Open Access Journal  
by MDPI

---

Impact Factor 2.5  
CiteScore 5.5



[mdpi.com/si/63828](https://mdpi.com/si/63828)

*Applied Sciences*  
Editorial Office  
MDPI, Grosspeteranlage 5  
4052 Basel, Switzerland  
Tel: +41 61 683 77 34  
[applsci@mdpi.com](mailto:applsci@mdpi.com)

[mdpi.com/journal/](https://mdpi.com/journal/)

[applsci](https://doi.org/10.3390/applsci)





# Applied Sciences

---

an Open Access Journal  
by MDPI

---

Impact Factor 2.5  
CiteScore 5.5



[mdpi.com/journal/  
applsci](https://mdpi.com/journal/applsci)



## About the Journal

### Message from the Editor-in-Chief

As the world of science becomes ever more specialized, researchers may lose themselves in the deep forest of the ever increasing number of subfields being created. This open access journal *Applied Sciences* has been started to link these subfields, so researchers can cut through the forest and see the surrounding, or quite distant fields and subfields to help develop his/her own research even further with the aid of this multi-dimensional network.

---

### Editor-in-Chief

Prof. Dr. Giulio Nicola Cerullo  
Dipartimento di Fisica, Politecnico di Milano, Piazza L. da Vinci 32,  
20133 Milano, Italy

---

### Author Benefits

#### Open Access:

free for readers, with article processing charges (APC) paid by authors or their institutions.

#### High Visibility:

indexed within Scopus, SCIE (Web of Science), Ei Compendex, Inspec, Embase, CAPIus / SciFinder, and other databases.

#### Journal Rank:

JCR - Q2 (Engineering, Multidisciplinary) / CiteScore - Q1 (General Engineering )