

Publikationen

Sonntag, M.; Mehmman, J.; Teuteberg, F.: AI-based Conversational Agents for Customer Service - A Study of Customer Service Representative' Perceptions Using TAM 2; in: Proceedings der 17. Internationalen Tagung Wirtschaftsinformatik (WI) 2022, Erlangen-Nürnberg, 2022.

Sonntag, M.; Mehmman, J.; Teuteberg, F.: Application of Industry 4.0 in the Automotive Sector; In: Proceedings Hamburg International Conference of Logistics, 2021.