

Contact center in a smart cities view : a comparative case study of Curitiba (Brazil), Porto Alegre (Brazil) and Philadelphia (USA)

Macadar, Marie Anne; Lheureux-De-Freitas, Jorge; **Schuch de Azambuja, Luiza**; Luciano, Edimara Mezzomo ICEGOV '15-16 : proceedings of the 9th International Conference on Theory and Practice of Electronic Governance : March 2016 2016 / p. 215-222 <http://dx.doi.org/10.1145/2910019.2910063>

Identifying factors that influence the transition towards a smarter sustainable city : preliminary findings of the case study of Porto Alegre, Brazil

Schuch de Azambuja, Luiza Ongoing Research, Practitioners, Posters, Workshops, and Projects of the International Conference EGOV-CeDEM-ePart 2022 2022 / code 193901 <https://ceur-ws.org/Vol-3399/paper28.pdf> [Conference Proceeding at Scopus](#) [Article at Scopus](#)

Smart governance in urban mobility process

Soe, Ralf-Martin Science and Technologies for Smart Cities : 6th EAI International Conference, SmartCity360°, Virtual Event, December 2-4, 2020 : proceedings 2021 / p. 542-552 https://doi.org/10.1007/978-3-030-76063-2_36 [Conference Proceedings at Scopus](#) [Article at Scopus](#)