

From customer-, to actor-, to stakeholder engagement: taking stock, conceptualization, and future directions

Hollebeek, Linda Desiree; Kumar, Virender; Srivastava, Rajendra K. Journal of Service Research 2022 / p. 328-343

<https://doi.org/10.1177/1094670520977680> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)

Rise of the machines? Customer engagement in automated service interactions

Hollebeek, Linda Desiree; Sprott, David E.; Brady, Michael K. Journal of Service Research 2021 / p. 3-8

<https://doi.org/10.1177/1094670520975110> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)