

Designing proactive business event services : a case study of the Estonian company registration portal

Körge, Helena; **Erlenheim, Regina; Draheim, Dirk** Electronic Participation : 11th IFIP WG 8.5 International Conference, ePart 2019, San Benedetto Del Tronto, Italy, September 2–4, 2019, Proceedings 2019 / p. 73 - 84 https://doi.org/10.1007/978-3-030-27397-2_7
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