



Special Issue on Smart Service Management

Call for Papers

"**Smart Service Management**" involves the application of technology, data analytics, and innovative strategies to optimize service delivery, improve customer experience, and streamline operations. Researchers in this field explore ways to leverage technology such as artificial intelligence, Internet of Things, and automation to enhance service quality, efficiency, and responsiveness. They aim to develop smart service systems that are customer-centric, data-driven, and adaptable to changing market demands.

In this special issue, we intend to invite front-line researchers and authors to submit original research and review articles on **Smart Service Management**. Potential topics include, but are not limited to:

- Smart customer relationship management
- Internet of Things (IoT) in service management
- Data analytics for service optimization
- Mobile service management
- Smart e-commerce
- Artificial intelligence in service delivery
- Virtual reality and augmented reality in service experiences
- Smart supply chain management
- Smart city service management
- Smart healthcare service management
- Sustainability and green practices in service management

Authors should read over the journal's [For Authors](#) carefully before submission. Prospective authors should submit an electronic copy of their complete manuscript through the journal's [Paper Submission System](#).

Please kindly notice that the "**Special Issue**" under your manuscript title is supposed to be specified and the research field "**Special Issue – Smart Service Management**" should be chosen during your submission.

According to the following timetable:

Submission Deadline	May 27th, 2024
Publication Date	July 2024



Scientific Research
Open Access

Journal of Service Science and Management

ISSN Online: 1940-9907

For publishing inquiries, please feel free to contact the Editorial Assistant at
submission.entrance1@scirp.org

JSSM Editorial Office
jssm@scirp.org