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## Sommario/riassunto

This book reports on cutting-edge research and best practices in developing innovative service systems. It covers issues concerning the suitability of a given system for human use, human services, and excellent human experiences. It explores a wide range of ways in which human factors in engineering, ergonomics, human-computer interaction (HCI), cognitive engineering, and many other disciplines can contribute to the design and management of service systems. It considers aspects related to cost effectiveness, ethics, and privacy, among others, and covers applications in many areas, from healthcare to education, transportation, and the economy. Based on the AHFE 2021 Conference on the Human Side of Service Engineering, held virtually on 25–29 July, 2021, from USA, this book provides readers with a comprehensive overview of current research and future challenges in the field of service engineering, together with practical insights into the development of innovative services for various kinds of organizations. .

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