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Nota di contenuto	-- A Conceptual Approach for an AI-based Recommendation System for Handling Returns in Fashion E-commerce. -- Business Models Innovation in the Realm of Grand Challenges: Empowering It Through Emerging Technologies. -- Digital Transformation Roadmap for Danish SME Smart Factories: Benefits and Future Research. -- Roadmap Proposal for the Implementation of Business Intelligence Systems in Higher Education Institutions. -- A Study Partner Recommender System Using a Community Detection Algorithm. -- Exploring the Impact of Innovation and Competition on Profitability in Internet-Based SMEs: A Survey Analysis. -- Evolution and Comparative Analysis of Enterprise Architecture Tools. -- Real-Time Context Monitoring and Analysis for Detecting Process Adaptation Needs. -- Indoor and Outdoor Navigation for Personalised Shopping: Assisted Path to Desired Products.
Sommario/riassunto	This book constitutes the refereed post proceedings of the 20th

International Conference on Smart Business Technologies, ICSBT 2023, held in Rome, Italy, during July 11–13, 2023. The 9 full papers included in this book were carefully reviewed and selected from 30 submissions. The scope of the conference covers technology-related topics, such as technology platforms, internet of things and web services, but also business-relevant topics, such as business processes, business intelligence, value setting and business strategy. Furthermore, it covers different approaches to address these issues and different possible applications with their own specific business needs and requirements on technology.

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