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Sommario/riassunto

This book showcases recent research advances in service science and related fields. Including selected papers from the 2022 INFORMS International Conference on Service Science, held in Shenzhen, China from July 2 to 4, 2022, the book presents new theories and empirical results in the emerging, interdisciplinary field of digital transformation and society. Incorporating research, education and practice alike, the respective chapters highlight a host of ways to approach these challenges in service science.

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