IRJMST

INTERNATIONAL RESEARCH JOURNAL OF MANAGEMENT SCIENCE AND TECHNOLOGY

An Internationally Indexed Peer Reviewed & Refereed Journal

UGC ID - 47959

Impact Factor* : 8.1026

Ref:IRJMST/2026/A1024313

DOI : HTTPS://DOI.ORG/10.32804/IRJMST

ISSN – 2250 – 1959 (0) 2348 – 9367 (P)

THIS CERTIFIES THAT

RIMMI JAIN

HAS/HAVE WRITTEN AN ARTICLE / RESEARCH PAPER ON

CONVERSATIONAL AI AND USER SATISFACTION IN CUSTOMER SERVICES: A LITERATURE REVIEW

APPROVED BY THE REVIEW COMMITTEE, AND IS THEREFORE PUBLISHED IN

Vol – 17 , Issue – 10 Oct , 2026

Editor in Chief

www.IRJMST.com

Google scholar

Academia.edu share research

Cabell's Directories

Computer Science Directory

Crossref

Microsoft Academic Search

EBSCO HOST Electronic Journals Service

doi

IRJMST

INTERNATIONAL RESEARCH JOURNAL OF MANAGEMENT SCIENCE AND TECHNOLOGY

An Internationally Indexed Peer Reviewed & Refereed Journal

UGC ID - 47959

Impact Factor* : 8.1026

Ref:IRJMST/2026/A1024313

DOI : HTTPS://DOI.ORG/10.32804/IRJMST

ISSN – 2250 – 1959 (0) 2348 – 9367 (P)

THIS CERTIFIES THAT

PROF. (DR.) SIMRAN

HAS/HAVE WRITTEN AN ARTICLE / RESEARCH PAPER ON

CONVERSATIONAL AI AND USER SATISFACTION IN CUSTOMER SERVICES: A LITERATURE REVIEW

APPROVED BY THE REVIEW COMMITTEE, AND IS THEREFORE PUBLISHED IN

Vol – 17 , Issue – 10 Oct , 2026

Editor in Chief

www.IRJMST.com

Google scholar

Academia.edu share research

Cabell's Directories

Computer Science Directory

Crossref

Microsoft Academic Search

EBSCO HOST Electronic Journals Service

doi