



Special Issue on Smart Service Innovation and Management

Call for Papers

Smart Service Innovation and Management is an interdisciplinary field exploring the development, delivery, and management of innovative services through digital technologies and intelligent systems. It encompasses service design, artificial intelligence, digital transformation, customer experience, service automation, business model innovation and data-driven decision-making. The field integrates technology, management, and organizational strategies to improve service quality, operational efficiency, customer satisfaction and competitiveness across industries while supporting sustainable and intelligent service development.

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

- Smart Service Design and Development
- Artificial Intelligence in Service Management
- Digital Transformation and Service Innovation
- Smart Service Systems and Platforms
- Customer Experience and Service Personalization
- Service Automation and Intelligent Process Management
- Data-Driven Service Management
- Service Marketing and Customer Engagement
- Service Quality and Performance Management
- Smart Tourism and Hospitality Management
- Financial Technology and Smart Financial Services
- E-Commerce and Intelligent Retail Services
- Internet of Things and Connected Services
- Service Innovation and Business Model Development
- Human–Technology Interaction in Services
- Smart Supply Chains and Logistics Services
- Service Innovation and Organizational Change
- Smart Services Security, Privacy and Trust
- Smart Service Sustainability and Governance

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 Innovation and Management**” should be chosen during your submission.

According to the following timetable:

Submission Deadline	January 27th, 2027
Publication Date	March 2027

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

JSSM Editorial Office