



## CLAUDIO CIBORRA AWARD NOMINEE – RUNNER UP

**Anna-Maria Seeger & Armin Heinzl**

This award is presented to you for your outstanding paper entitled

***CHATBOTS OFTEN FAIL! CAN ANTHROPOMORPHIC DESIGN MITIGATE TRUST LOSS  
IN CONVERSATIONAL AGENTS FOR CUSTOMER SERVICE?***

which was presented at the 29<sup>th</sup> European Conference on Information Systems (ECIS 2021)  
as a Virtual Conference, June 14-16, 2021

Frantz Rowe  
ECIS 2021 Conference Co-chair

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Sabine Matook  
ECIS 2021 Program Co-chair

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Redoane EL Amrani  
ECIS 2021 Conference Co-chair

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Christoph Rosenkranz  
ECIS 2021 Program Co-chair

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Moez Limayem  
ECIS 2021 Conference Co-chair

A handwritten signature in blue ink, appearing to read 'Moez Limayem'.

Edgar Whitley  
ECIS 2021 Program Co-chair

A handwritten signature in blue ink, appearing to read 'Edgar Whitley'.

