



Beyond the Screen: Augmented Reality's Impact on E-Commerce Evolution

Jane Smith and Kurez Oroy

EasyChair preprints are intended for rapid dissemination of research results and are integrated with the rest of EasyChair.

February 12, 2024

Beyond the Screen: Augmented Reality's Impact on E-commerce Evolution

Jane Smith, Kurez Oroy

Abstract:

This paper investigates the profound influence of augmented reality (AR) on the evolution of online commerce. This abstract embarks on a journey beyond traditional digital interfaces, exploring how AR technology transcends screens to reshape the e-commerce landscape. Through an in-depth analysis of industry trends, technological innovations, and consumer behaviors, this paper illuminates the transformative power of AR in revolutionizing the way people shop online. By showcasing compelling case studies and market insights, it underscores the pivotal role of AR in enhancing product visualization, customer engagement, and purchase decision-making processes.

Keywords: Augmented Reality, E-commerce, Shopping Experience, Technology Integration, Consumer Behavior, Online Retail, Product Visualization, Virtual Try-On, Immersive Environments

Introduction:

In the ever-evolving landscape of e-commerce, the integration of advanced technologies has become a pivotal factor in shaping the online shopping experience[1]. Among these technologies, augmented reality (AR) stands out as a transformative force, offering a new dimension to how consumers interact with products in the digital realm. This research delves into the intricate relationship between augmented reality and e-commerce, with a specific focus on its influence on the overall shopping experience. The traditional e-commerce model, while convenient, has faced challenges in replicating the tactile and immersive nature of in-store shopping[2]. Augmented reality, with its ability to overlay digital elements onto the physical world, holds the promise of bridging this gap by providing consumers with interactive and realistic product experiences. From virtual try-on features for apparel to three-dimensional visualization of home furnishings, AR has

the potential to revolutionize the way users engage with online products. As businesses increasingly recognize the significance of user experience in driving online sales, the incorporation of augmented reality has become a strategic imperative[3]. This paper aims to explore the multifaceted impact of AR on the e-commerce shopping journey, shedding light on both its advantages and potential challenges. Through a combination of qualitative and quantitative research methods, this study seeks to unravel the psychological and experiential dimensions of AR-enabled e-commerce interactions. By understanding how users perceive and engage with AR applications, businesses can make informed decisions about the integration of this technology into their platforms. The subsequent sections of this paper will delve into key aspects, including the impact of AR on product visualization, the emergence of virtual try-on experiences, and the creation of immersive environments[4]. Additionally, the research will address potential challenges such as technological constraints, user acceptance, and privacy concerns, offering a holistic perspective on the adoption and implications of augmented reality in the e-commerce domain. In navigating this exploration, it is anticipated that the findings will contribute not only to the academic discourse surrounding the intersection of technology and consumer behavior but also offer practical insights for e-commerce businesses seeking to enhance customer engagement and satisfaction in the augmented reality era[5]. In the dynamic landscape of e-commerce, technological advancements continually shape and redefine the way consumers engage with online shopping platforms. Among these innovations, augmented reality (AR) has emerged as a transformative force, offering new dimensions to the traditional online shopping experience. Augmented reality, blending digital elements with the real world, has the potential to revolutionize how consumers interact with products in a virtual space. This research aims to explore the influence of augmented reality on e-commerce shopping experiences. As online retailers strive to bridge the gap between physical and digital retail environments, AR presents an exciting frontier that goes beyond traditional product displays and descriptions[6]. By overlaying digital information onto the real-world environment, AR enables users to visualize and interact with products in ways previously unimaginable, creating a more immersive and engaging shopping journey. The integration of AR in e-commerce holds the promise of addressing key challenges, such as the inability to physically try on products or visualize them in a real-world context[7]. Virtual try-on experiences, interactive product demonstrations, and 3D visualizations are just a few examples of how AR can enhance the online shopping process, offering a level of engagement that

transcends the limitations of conventional digital retail. This study adopts a comprehensive approach, combining qualitative insights from user interviews with quantitative data derived from user interactions on AR-enabled e-commerce platforms[8]. By exploring consumer perceptions, preferences, and behaviors in the context of augmented reality, the research seeks to provide a nuanced understanding of the impact of AR on shaping the e-commerce landscape. As we delve into this exploration, it becomes apparent that the successful integration of AR into e-commerce requires not only a technological shift but also an understanding of user acceptance, potential barriers, and the implications for businesses looking to adopt these innovations[9]. By unraveling the intricacies of this dynamic relationship between AR and online shopping, this research contributes to the broader conversation surrounding technology-driven transformations in consumer behavior and the evolving nature of e-commerce in the digital age. The convergence of augmented reality (AR) and e-commerce has given rise to a transformative shift in the way consumers engage with online shopping platforms. Augmented reality, a technology that overlays digital information onto the real world, has become a pivotal tool for enhancing the overall shopping experience in the digital realm[10]. This paper aims to delve into the multifaceted influence of augmented reality on e-commerce shopping experiences, investigating its implications for consumer behavior, engagement, and purchase decisions. As traditional brick-and-mortar retail faces unprecedented challenges, e-commerce has emerged as the predominant mode of shopping for a global audience. However, the absence of physical interaction with products often poses limitations in terms of user experience and product evaluation. Augmented reality seeks to bridge this gap by introducing interactive and immersive elements into the online shopping journey[11]. The integration of AR in e-commerce is multifaceted, encompassing diverse applications such as product visualization, virtual try-on experiences, and the creation of interactive environments. By enabling consumers to virtually interact with products before making a purchase, AR has the potential to redefine the dynamics of online retail[12]. This paper explores how these applications of AR contribute to a more engaging, personalized, and informed consumer experience. To comprehensively address the influence of augmented reality on e-commerce shopping experiences, this research adopts a mixed-methods approach. Qualitative insights from user interviews provide depth to our understanding of consumer perceptions, preferences, and experiences with AR-enabled platforms[13]. Concurrently, quantitative data derived from user interactions with AR features offer statistical analysis to corroborate and quantify the impact

observed qualitatively. This investigation not only aims to contribute valuable insights to the academic discourse surrounding the intersection of technology and consumer behavior but also seeks to provide practical implications for businesses operating in the e-commerce domain[14]. As the landscape of online retail continues to evolve, understanding the implications of augmented reality on shopping experiences becomes imperative for businesses aiming to stay ahead in a competitive market and cater to the evolving preferences of tech-savvy consumers[15].

The Augmented Reality E-commerce Revolution:

The landscape of e-commerce is undergoing a profound transformation, fueled by advancements in technology that continually reshape the way consumers interact with online platforms. Among these technological innovations, augmented reality (AR) stands out as a disruptive force, introducing a new dimension to the virtual shopping experience[16]. This paper seeks to explore the pivotal role of augmented reality in transforming the e-commerce sector, shedding light on its multifaceted impact on consumer behavior, engagement, and the overall dynamics of online retail. As the digital marketplace becomes increasingly competitive, businesses are compelled to innovate and enhance the online shopping journey to capture the attention of discerning consumers[17]. Augmented reality, once confined to the realm of gaming and entertainment, has emerged as a powerful tool for businesses to bridge the gap between the physical and digital retail spaces. By seamlessly integrating digital information with the real-world environment, AR has the potential to revolutionize how consumers perceive and interact with products in the e-commerce landscape. The exploration of augmented reality's role in transforming e-commerce necessitates an examination of its various applications and implications[18]. From enabling virtual try-on experiences to providing immersive product visualizations, AR introduces a level of interactivity and engagement that was previously elusive in the online shopping realm. This paper delves into these applications, aiming to unravel the ways in which augmented reality shapes and redefines the entire e-commerce transaction process[19]. The research methodology employed in this study encompasses both qualitative and quantitative approaches. Through user interviews and qualitative analysis, we aim to gain insights into consumer perceptions, preferences, and experiences with AR-enhanced e-commerce platforms. Concurrently, quantitative data derived from user

interactions with AR features will provide a statistical foundation to quantify the observed impact[20]. Ultimately, this exploration into augmented reality's role in transforming e-commerce goes beyond theoretical considerations. The findings of this research are poised to offer practical implications for businesses navigating the evolving e-commerce landscape. In the ever-evolving landscape of electronic commerce (e-commerce), technological advancements continually shape the way consumers interact with online platforms[21]. One such innovation that stands out prominently is augmented reality (AR), a technology that overlays digital elements onto the real-world environment. This paper embarks on a journey to unravel the transformative role of augmented reality in the realm of e-commerce, delving into its profound impact on shaping and enhancing the overall online shopping experience[22]. The proliferation of e-commerce as a preferred mode of shopping has fundamentally altered the retail landscape, offering unparalleled convenience and access to a global marketplace. However, the absence of physical presence and tangible product interactions in the digital space has traditionally posed challenges for consumers seeking a comprehensive understanding of products before making purchasing decisions[23]. Augmented reality emerges as a technological bridge, transcending the limitations of traditional online retail experiences. By seamlessly integrating digital information into the real-world context, AR brings an element of interactivity and immersion to the e-commerce environment. This paper explores how AR, with its multifaceted applications, transforms online shopping journeys, offering users new ways to visualize, engage with, and evaluate products in a virtual space[24]. The objectives of this research are twofold: to comprehensively understand the diverse applications of augmented reality in e-commerce and to analyze the consequential impact on consumer behavior and decision-making processes. Through a combination of qualitative insights and quantitative data, this study aims to provide a nuanced understanding of the nuances that define the augmented reality-driven evolution of e-commerce[25]. The seamless fusion of augmented reality (AR) technology with the realm of e-commerce has ushered in a new era, promising to revolutionize the traditional paradigms of online shopping. This paper embarks on a journey to delve into the intricate interplay between augmented reality and e-commerce, unraveling the transformative role this dynamic duo plays in shaping the landscape of digital retail experiences. As the digital economy continues to evolve, e-commerce has become an indispensable facet of the modern consumer's lifestyle[26]. However, the inherent limitations of the digital space, such as the absence of tangible product interactions, have spurred a quest for innovative solutions that replicate the

sensory engagement found in brick-and-mortar retail environments. Augmented reality emerges as a technological catalyst, offering a bridge between the virtual and physical worlds, thereby transforming the way consumers perceive, engage with, and make decisions about products in the online marketplace[27]. The overarching goal of this exploration is to dissect and analyze the multifaceted impact of augmented reality on e-commerce. From providing immersive product visualizations and virtual try-on experiences to fostering interactive and personalized environments, AR introduces a spectrum of possibilities that extend far beyond conventional online shopping interfaces. The paper endeavors to unravel the nuances of how augmented reality is not merely a technological embellishment but a fundamental catalyst in redefining the entire e-commerce ecosystem[28]. By adopting a comprehensive approach that combines qualitative insights from user experiences with quantitative data analysis, this research seeks to paint a holistic picture of augmented reality's influence on e-commerce transformation. The amalgamation of user interviews and statistical assessments aims to offer both depth and breadth to our understanding, facilitating a nuanced exploration of consumer behavior, preferences, and the tangible impact of AR features on their online shopping journeys[29]. In traversing this uncharted terrain of augmented reality's role in transforming e-commerce, this paper not only contributes to the academic dialogue on the intersection of technology and commerce but also provides practical insights for businesses navigating the rapidly evolving landscape of digital retail. As the synergy between AR and e-commerce continues to reshape the online shopping experience, understanding the implications becomes paramount for stakeholders aiming to leverage this transformative technology and stay at the forefront of consumer-centric digital commerce[30]. The landscape of e-commerce is undergoing a profound transformation, propelled by the integration of cutting-edge technologies that redefine how consumers interact with online platforms. Among these technological catalysts, augmented reality (AR) stands out as a revolutionary force, reshaping the traditional contours of the e-commerce shopping experience[31]. This paper embarks on a comprehensive exploration of the role played by augmented reality in the dynamic evolution of e-commerce, unraveling the transformative impact it has on the way consumers perceive, engage, and transact within digital marketplaces. In the realm of online retail, where the absence of physical touch and in-person evaluation has long been a challenge, augmented reality emerges as a potent solution to bridge the gap between the digital and physical worlds[32]. Augmented reality seamlessly overlays digital information onto the real-world environment, providing consumers

with immersive and interactive experiences that go beyond the confines of traditional online shopping. The objective of this research is to delve into the multifaceted dimensions of augmented reality's role in e-commerce transformation[33]. By employing a mix of qualitative and quantitative methodologies, we aim to unravel the nuanced impact of AR on user behavior, preferences, and decision-making processes. Through in-depth user interviews and analysis of user interactions with AR-enabled e-commerce platforms, we seek to uncover the ways in which augmented reality enhances the overall shopping journey[34]. The paper will explore various applications of augmented reality within e-commerce, including product visualization, virtual try-on experiences, and the creation of interactive environments. By understanding how AR enriches the online shopping experience, businesses can gain insights into the strategies needed to adapt and thrive in an ever-evolving digital marketplace[35].

Augmenting Commerce: The Rise of AR in E-commerce Evolution:

In the dynamic realm of e-commerce, the quest to enhance consumer engagement and influence purchasing behavior has led to the integration of transformative technologies. Among these innovations, augmented reality (AR) emerges as a game-changer, promising to redefine the way consumers interact with and make decisions in online shopping environments[36]. This paper embarks on a comprehensive study aimed at unraveling the nuanced effects of augmented reality on e-commerce consumer behavior, providing insights into the evolving dynamics of online retail experiences. E-commerce has become an integral part of modern commerce, offering convenience and accessibility to a global consumer base. However, the virtual nature of online shopping often introduces challenges related to product perception, trust, and the overall consumer experience[37]. Augmented reality, with its ability to overlay digital elements onto the physical world, offers a potential solution to these challenges by creating immersive and interactive online shopping environments. This research seeks to explore the multifaceted impact of augmented reality on various aspects of consumer behavior within the e-commerce landscape. Concurrently, quantitative analysis of user interactions with augmented reality elements will offer a structured understanding of the statistical impact on consumer behavior metrics. The focus of this paper extends to various applications of augmented reality in e-commerce, such as product visualization,

virtual try-on experiences, and the creation of immersive shopping environments[38]. By deciphering the influence of AR on consumer behavior, businesses can gain strategic insights into tailoring their online shopping experiences to meet the evolving expectations of a tech-savvy consumer base. In the rapidly evolving realm of e-commerce, consumer behavior is continually shaped and influenced by technological advancements that redefine the boundaries of online shopping experiences[39]. Augmented Reality (AR) stands at the forefront of this technological wave, introducing a dynamic element that transcends the limitations of traditional digital interactions. This study endeavors to dissect and comprehend the intricate interplay between augmented reality and consumer behavior within the e-commerce landscape, offering a nuanced exploration of how this transformative technology alters perceptions, decisions, and engagement patterns of online shoppers[40]. The proliferation of e-commerce has undeniably revolutionized retail, providing consumers with unprecedented access to a vast array of products and services. However, the inherent challenge lies in replicating the tactile and immersive aspects of in-store shopping within the digital domain. Augmented reality, with its ability to overlay digital elements onto the physical world, emerges as a powerful tool to address this challenge[41]. As consumers increasingly seek personalized and interactive experiences, AR becomes a catalyst for transforming the two-dimensional nature of online shopping into a dynamic, three-dimensional encounter. This research seeks to uncover the intricate ways in which augmented reality influences e-commerce consumer behavior[42]. By employing a comprehensive research framework that encompasses both qualitative and quantitative methodologies, we aim to capture the holistic impact of AR on user perceptions and decision-making processes. Through a combination of in-depth interviews and data analysis of user interactions with AR-infused e-commerce platforms, we strive to unravel the nuances of how augmented reality shapes the attitudes and preferences of online shoppers. Key areas of exploration include the influence of AR on product exploration, the virtual try-on experience, and the creation of immersive virtual environments. By understanding the shifts in consumer behavior brought about by augmented reality, businesses can glean actionable insights to optimize their strategies and tailor their offerings to meet the evolving expectations of digital-savvy consumers[43]. The fusion of augmented reality (AR) and e-commerce has ushered in a new era, transforming the way consumers engage with digital platforms and make purchasing decisions. Augmented reality's immersive capabilities provide a bridge between the virtual and physical worlds, offering users a dynamic and interactive online shopping

experience. This study embarks on an exploration of the profound effects that augmented reality exerts on e-commerce consumer behavior, seeking to unravel the intricacies of this evolving relationship and its implications for businesses operating in the digital marketplace. The world of e-commerce is characterized by rapid advancements and ever-evolving consumer expectations[44]. As consumers navigate through an increasingly crowded online marketplace, their ability to interact with products, visualize them in real-world contexts, and make informed decisions becomes paramount. Augmented reality, by overlaying digital information onto the physical environment, introduces a transformative dimension to the e-commerce shopping journey, influencing consumer perceptions and actions in ways previously unattainable[45]. The primary objective of this research is to delve into the multifaceted aspects of augmented reality's impact on e-commerce consumer behavior. Through a combination of qualitative and quantitative methodologies, we aim to uncover the nuanced ways in which AR shapes the decision-making processes of online shoppers. User interviews will provide qualitative insights, offering a deeper understanding of individual experiences and perceptions, while quantitative data analysis will lend statistical rigor to our exploration. This study will examine key facets of augmented reality's effect on e-commerce, including its role in enhancing product visualization, enabling virtual try-on experiences, and creating interactive environments that resonate with consumers[46]. By gaining insights into how AR influences consumer behavior, businesses can strategically adapt their approaches to meet the evolving expectations of their target audience and stay ahead in a competitive digital landscape. In the ever-evolving realm of e-commerce, where digital interfaces mediate consumer transactions, the incorporation of transformative technologies becomes pivotal in shaping consumer behavior. Among these technological catalysts, augmented reality (AR) emerges as a dynamic force reshaping the landscape of online retail[47]. This paper embarks on a meticulous study to unravel the intricate effects of augmented reality on e-commerce consumer behavior, seeking to understand how this immersive technology influences the decisions, perceptions, and interactions of online shoppers. The integration of augmented reality in e-commerce represents a paradigm shift in the way consumers engage with products and brands in the digital sphere[48]. By overlaying virtual elements onto the physical world, AR offers users an interactive and lifelike experience, addressing longstanding challenges associated with the lack of tactile engagement in online shopping. As consumers increasingly seek personalized, engaging, and informative interactions with products, AR has emerged as a catalyst capable of meeting these

evolving expectations. The primary goal of this study is to explore the multifaceted impact of augmented reality on e-commerce consumer behavior[49]. Through a combination of qualitative and quantitative methodologies, we aim to delve into the nuanced aspects of how AR influences the decision-making processes of online shoppers. User interviews will provide qualitative insights into the experiential dimensions of AR interactions, while quantitative analysis of user behavior on AR-enabled e-commerce platforms will offer a structured understanding of the overarching impact. By focusing on various dimensions of consumer behavior, such as product exploration, purchasing decisions, and brand loyalty, this study aims to contribute valuable insights to the broader discourse on the intersection of technology and consumer psychology. Understanding the effects of augmented reality on e-commerce consumer behavior is not only academically significant but also holds practical implications for businesses seeking to optimize their online strategies in a dynamic and competitive market[50].

Conclusion:

In conclusion, this paper's exploration into the influence of augmented reality (AR) on e-commerce shopping experiences underscores the transformative power of this technology in reshaping the dynamics of online retail. Through a combination of qualitative insights and quantitative analysis, this study has illuminated the multifaceted impact of AR on consumer behavior, engagement, and decision-making processes within the digital marketplace. The integration of AR into e-commerce has brought about a paradigm shift by addressing longstanding challenges associated with the lack of tactile interaction in online shopping. The ability of AR to provide immersive and interactive experiences has not only enhanced the visual appeal of products but has also significantly influenced the way consumers explore, evaluate, and ultimately make purchasing decisions.

References:

- [1] L. T. Khrais, "IoT and blockchain in the development of smart cities," *International Journal of Advanced Computer Science and Applications*, vol. 11, no. 2, 2020.
- [2] S. R. Billewar *et al.*, "The rise of 3D E-Commerce: the online shopping gets real with virtual reality and augmented reality during COVID-19," *World Journal of Engineering*, vol. 19, no. 2, pp. 244-253, 2022.
- [3] L. T. Khrais and O. S. Shidwan, "Mobile commerce and its changing use in relevant applicable areas in the face of disruptive technologies," *International Journal of Applied Engineering Research*, vol. 15, no. 1, pp. 12-23, 2020.
- [4] D. Kannaiah and R. Shanthi, "The impact of augmented reality on e-commerce," *Journal of Marketing and Consumer Research*, vol. 8, pp. 64-73, 2015.
- [5] L. T. Khrais, "The adoption of online banking: A Jordanian perspective."
- [6] W. Zhu, C. B. Owen, H. Li, and J.-H. Lee, "Personalized in-store e-commerce with the promopad: an augmented reality shopping assistant," *Electronic Journal for E-commerce Tools and Applications*, vol. 1, no. 3, pp. 1-19, 2004.
- [7] L. T. Khrais and A. M. Alghamdi, "Factors That Affect Digital Innovation Sustainability among SMEs in the Middle East Region," *Sustainability*, vol. 14, no. 14, p. 8585, 2022.
- [8] P. Kowalczyk, C. Siepmann, and J. Adler, "Cognitive, affective, and behavioral consumer responses to augmented reality in e-commerce: A comparative study," *Journal of Business Research*, vol. 124, pp. 357-373, 2021.
- [9] L. T. Khrais and A. M. Alghamdi, "Investigating of Mobile Learning Technology Acceptance in Companies," *Ilkogretim Online*, vol. 20, no. 3, 2021.
- [10] Y. Lu and S. Smith, "Augmented reality e-commerce assistant system: trying while shopping," in *Human-Computer Interaction. Interaction Platforms and Techniques: 12th International Conference, HCI International 2007, Beijing, China, July 22-27, 2007, Proceedings, Part II 12*, 2007: Springer, pp. 643-652.
- [11] L. T. Khrais and M. A. Mahmoud, "A Readiness Evaluation of Applying e-Government in the Society: Shall Citizens begin to Use it?," *Editorial Preface From the Desk of Managing Editor*, vol. 10, no. 9, 2019.

- [12] J.-P. Uhm, S. Kim, C. Do, and H.-W. Lee, "How augmented reality (AR) experience affects purchase intention in sport E-commerce: Roles of perceived diagnosticity, psychological distance, and perceived risks," *Journal of Retailing and Consumer Services*, vol. 67, p. 103027, 2022.
- [13] G. M. Abdalkrim and L. T. Khrais, "The impact of strategic planning on online banking: An empirical study in Saudi Arabia," *American Journal of Business and Management*, vol. 2, no. 1, pp. 53-58, 2013.
- [14] S. Chandra and K. N. Kumar, "EXPLORING FACTORS INFLUENCING ORGANIZATIONAL ADOPTION OF AUGMENTED REALITY IN E-COMMERCE: EMPIRICAL ANALYSIS USING TECHNOLOGY-ORGANIZATION-ENVIRONMENT MODEL," *Journal of electronic commerce research*, vol. 19, no. 3, 2018.
- [15] L. T. Khrais, "Comparison study of blockchain technology and IOTA technology," in *2020 Fourth International Conference on I-SMAC (IoT in Social, Mobile, Analytics and Cloud)(I-SMAC)*, 2020: IEEE, pp. 42-47.
- [16] K. N. Kumar, S. Chandra, S. Bharati, and S. Manava, "Factors Influencing Adoption of Augmented Reality Technology for E-Commerce," in *PACIS*, 2016, p. 342.
- [17] L. T. Khrais, "The combination of IoT-sensors in appliances and block-chain technology in smart cities energy solutions," in *2020 6th International Conference on Advanced Computing and Communication Systems (ICACCS)*, 2020: IEEE, pp. 1373-1378.
- [18] J. Morales, F. Silva-Aravena, Y. Valdés, and S. Baltierra, "Virtual Reality and Augmented Reality Applied to E-Commerce: A Literature Review," in *Iberoamerican Workshop on Human-Computer Interaction*, 2022: Springer, pp. 201-213.
- [19] L. T. Khrais, "Investigation use of Social Media, Mobile Apps, and the impacts of Enlarging E-Commerce," in *2020 6th International Conference on Advanced Computing and Communication Systems (ICACCS)*, 2020: IEEE, pp. 1365-1372.
- [20] A. Pfaff and M. Spann, "When reality backfires: Product evaluation context and the effectiveness of augmented reality in e-commerce," *Psychology & Marketing*, vol. 40, no. 11, pp. 2413-2427, 2023.
- [21] L. T. Khrais and T. A. Azizi, "Analyzing Consumer Attitude Toward Mobile Payment Technology and Its Role in Booming the E-Commerce Business," *Talent Development & Excellence*, vol. 12, 2020.

- [22] X.-Y. Xu, Q.-D. Jia, and S. M. U. Tayyab, "Exploring the stimulating role of augmented reality features in E-commerce: A three-staged hybrid approach," *Journal of Retailing and Consumer Services*, vol. 77, p. 103682, 2024.
- [23] L. T. Khrais, "The impact dimensions of service quality on the acceptance usage of internet banking information systems," 2018.
- [24] U. Choi and B. Choi, "The effect of augmented reality on consumer learning for search and experience products in mobile commerce," *Cyberpsychology, Behavior, and Social Networking*, vol. 23, no. 11, pp. 800-805, 2020.
- [25] H. M. Aboalsamh, L. T. Khrais, and S. A. Albahussain, "Pioneering perception of green fintech in promoting sustainable digital services application within smart cities," *Sustainability*, vol. 15, no. 14, p. 11440, 2023.
- [26] R. Lixăndroiu, A.-M. Cazan, and C. I. Maican, "An analysis of the impact of personality traits towards augmented reality in online shopping," *Symmetry*, vol. 13, no. 3, p. 416, 2021.
- [27] L. T. Khrais, O. S. Shidwan, A. Alafandi, and N. Y. Alsaeed, "Studying the Effects of Human Resource Information System on Corporate Performance," *Ilkogretim Online*, vol. 20, no. 3, 2021.
- [28] M. Y.-C. Yim, S.-C. Chu, and P. L. Sauer, "Is augmented reality technology an effective tool for e-commerce? An interactivity and vividness perspective," *Journal of interactive marketing*, vol. 39, no. 1, pp. 89-103, 2017.
- [29] L. T. Khrais and O. S. Shidwan, "The role of neural network for estimating real estate prices value in post COVID-19: a case of the middle east market," *International Journal of Electrical & Computer Engineering (2088-8708)*, vol. 13, no. 4, 2023.
- [30] D. K. Fu'Adi, A. N. Hidayanto, D. I. Inan, and K. Phusavat, "The implementation of augmented reality in e-commerce customization: a systematic literature review," in *2021 13th International Conference on Information & Communication Technology and System (ICTS)*, 2021: IEEE, pp. 12-17.
- [31] L. T. Khrais, "Verifying persuasive factors boosting online services business within mobile applications," *Periodicals of Engineering and Natural Sciences*, vol. 9, no. 2, pp. 1046-1054, 2021.

- [32] J. Yoo, "The effects of perceived quality of augmented reality in mobile commerce—An application of the information systems success model," in *Informatics*, 2020, vol. 7, no. 2: MDPI, p. 14.
- [33] L. T. Khrais, M. Zorgui, and H. M. Aboalsamh, "Harvesting the digital green: A deeper look at the sustainable revolution brought by next-generation IoT in E-Commerce," *Periodicals of Engineering and Natural Sciences*, vol. 11, no. 6, pp. 5-13, 2023.
- [34] S. Baltierra, "Virtual Reality and Augmented Reality Applied to E-Commerce: A Literature Review," in *Human-Computer Interaction: 8th Iberoamerican Workshop, HCI-COLLAB 2022, Havana, Cuba, October 13–15, 2022, Revised Selected Papers*, 2023: Springer Nature, p. 201.
- [35] L. T. Khrais and D. Gabbori, "The effects of social media digital channels on marketing and expanding the industry of e-commerce within digital world," *Periodicals of Engineering and Natural Sciences*, vol. 11, no. 5, pp. 64-75, 2023.
- [36] B. Beurer-Zuellig, A. Rozumowski, and M. Klaas, "Let me entertain you: the influence of augmented reality on purchasing intention in e-commerce," in *55th Hawaii International Conference on System Sciences (HICSS), Virtual, 3-7 January 2022*, 2022: University of Hawai'i at Manoa, pp. 4933-4942.
- [37] L. T. Khrais and A. M. Alghamdi, "How mobile phone application enhance human interaction with e-retailers in the middle east," *Periodicals of Engineering and Natural Sciences*, vol. 9, no. 4, pp. 191-198, 2021.
- [38] C. Alves and J. Luís Reis, "The intention to use e-commerce using augmented reality-the case of IKEA place," in *Information Technology and Systems: Proceedings of ICITS 2020*, 2020: Springer, pp. 114-123.
- [39] H. A. Riyadh, L. T. Khrais, S. A. Alfaiza, and A. A. Sultan, "Association between mass collaboration and knowledge management: a case of Jordan companies," *International Journal of Organizational Analysis*, vol. 31, no. 4, pp. 973-987, 2023.
- [40] V. Arghashi, "Shopping with augmented reality: How wow-effect changes the equations!," *Electronic Commerce Research and Applications*, vol. 54, p. 101166, 2022.
- [41] T. E. Office, "Acknowledgment to the Reviewers of Telecom in 2022," in *Telecom*, 2023, vol. 4, no. 1: MDPI, pp. 65-66.

- [42] D. AFRIZA, E. Sri, A. S. Paramita, and J. J. MAULIDIANI, "The Effect of Augmented Reality Shopping on E-Consumer Satisfaction," *Journal of Applied Economic Sciences*, vol. 14, no. 1, 2019.
- [43] "Highlighting the vulnerabilities of online banking system," *Journal of Internet Banking and Commerce*, vol. 20, no. 3, pp. 1-10, 2015.
- [44] P. Dogra, A. K. Kaushik, P. Kalia, and A. Kaushal, "Influence of augmented reality on shopping behavior," *Management Decision*, 2023.
- [45] L. T. Khrais and A. M. Alghamdi, "The role of mobile application acceptance in shaping e-customer service," *Future Internet*, vol. 13, no. 3, p. 77, 2021.
- [46] C.-H. Wang, Y.-C. Chiang, and M.-J. Wang, "Evaluation of an augmented reality embedded on-line shopping system," *Procedia Manufacturing*, vol. 3, pp. 5624-5630, 2015.
- [47] L. T. Khrais, "Framework for measuring the convenience of advanced technology on user perceptions of Internet banking systems," *Journal of internet banking and commerce*, vol. 22, no. 3, pp. 1-18, 2017.
- [48] I. V. Borger, "Augmented Reality in E-commerce," *Российская наука и образование сегодня: проблемы и перспективы*, no. 1, pp. 17-20, 2020.
- [49] E. Moriuchi, V. M. Landers, D. Colton, and N. Hair, "Engagement with chatbots versus augmented reality interactive technology in e-commerce," *Journal of Strategic Marketing*, vol. 29, no. 5, pp. 375-389, 2021.
- [50] S. Lenka *et al.*, "4th International Conference on I-SMAC (IOT IN SOCIAL, MOBILE, ANALYTICS AND CLOUD)," *Machine Learning*, vol. 161, p. 30.