Innovation and technology

Overcoming hurdles to AI chatbots

AI chatbots can be a cost-effective means of providing customer service in many industries, but there are still hurdles to adoption. Evgeny Kagan and Maqbool Dada search to find out why.

Read more about the hurdles.

Social and societal impact

Lessons from the salmon industry

Valerie Suslow is on a team investigating antitrust allegations against some of the world's largest suppliers of farm-raised salmon, and the role vertical relations and price indices may play. Read more on salmon market pricing.

Business of health

Generic vs. brand name and the cost of bad news

Why do patients choose brand-name drugs over generic versions that cost significantly less? Andrew Ching and Manuel Hermosilla explore the answer that could have significant economic implications.

Read more on the cost of the choices.

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