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## CERTIFICATE OF PUBLICATION

This is to certify that the research article titled: **“USAGE OF CHATBOTS OR AVATARS IN THE AIRLINES INDUSTRY: A CONTENT ANALYSIS APPROACH”**

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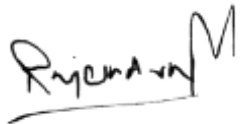
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