

Oliveira, M., Tavares, F., Diogo, A., Ratten, V., Santos, E. (2021). The Importance of E-Commerce and Customer Relationships in Times of COVID-19 Pandemic. In V. Ratten, P. Thaichon (Ed.), *COVID-19, Technology and Marketing* (pp. 33-58). Springer. DOI: [10.1007/978-981-16-1442-2\\_3](https://doi.org/10.1007/978-981-16-1442-2_3)