



INTERNATIONAL

INVITED SESSION SUMMARY

Title of Session: IT systems supported by or utilising AI in e-commerce and e-businesses
Name, Title and Affiliation of Chair: Kinga Krupcała, PhD, Bydgoszcz University of Science and Technology, Poland 85-796 Bydgoszcz, Prof. S. Kaliski Avenue 7, Poland
Details of Session (including aim and scope): Aim: Artificial intelligence is covering more and more areas, including those related to IT systems in e-commerce. In recent years, there has been intensive development of information technology (IT), information systems (IS) and artificial intelligence (or its individual elements) and their applications in electronic businesses and e-commerce. This applies to systems and tools such as CMS, as well as customer service and entire production (CRM, ERP, etc.). This brings new opportunities, but also challenges related to the demand for highly qualified employees with digital skills. The aim of the session is to create an opportunity to present research results, exchange experiences and discuss issues related to information technologies and information systems, as well as artificial intelligence in e-commerce and e-businesses. We are looking forward to receiving articles describing the results of quantitative and qualitative research, as well as case studies. Scope (will not be restricted to): Artificial intelligence and its use in e-commerce. Systems: CRM, CMS, ERP, MRP. Digital transformation, digital competences, tools used in e-commerce. Electronic enterprises and their tools. Applications/tools for building and operating AI-based web applications. Tools/modules supporting work in e-commerce. IT and AI-based applications, implementation of IT information, communication and enterprise resource planning systems. Experience and best practices in ICT implementation in e-management. The impact of e-commerce on the economy. Digital competences of managers. The article should be submitted by 30 April 2026.
Main Contributing Researchers / Research Centres (tentative, if known at this stage): Bydgoszcz University of Science and Technology University of Gdańsk University of Economics in Katowice War Studies University in Warsaw
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