



**ICAETA
2025**

Shenyang University of Technology
No. 111, Shenliao West Road,
Economic and Technological Development Zone,
Shenyang, Liaoning Province, China

**4th International Conference on Advanced Engineering, Technology
and Applications on Power Systems**
July 31- August 1, 2025
Shenyang University of Technology
Liaoning, China

July 27, 2025

Dear Author(s),

On behalf of the organizing committee, I am pleased to confirm your participation as an attendee at the **4th International Conference on Advanced Engineering, Technology and Applications on Power Systems** which will be held on July 31- August 1, 2025, at **Shenyang University of Technology Liaoning, China**. As an author, you will have the opportunity to engage with leading researchers, attend technical sessions, and network with experts in the field.

All accepted papers will be published by the **Springer** in the series **Lecture Notes in Networks and Systems (LNNS)** under ISSN: 2367-3389. LNNS is indexed in well-known databases such as SCOPUS, EI Compendex, DBLP, INSPEC, etc.

We confirm your details as follows:

PaperID: 30

Author(s): Zainab Dhiya Aldeen, Laheeb M. Ibrahim

Title: Emotion Recognition in Customer Service Systems: A Human-Centered Software Engineering Approach to Enhancing User Experience

We invite you to attend the conference and present your paper during the oral presentation sessions. Your registration has already been completed with your payment of the conference fee. All details, including registration information, are available on the conference website:

www.icaeta.com

We sincerely look forward to welcoming you.

Dr. Fausto Pedro Garcia Marquez
General Chair, ICAETA 2025