~~What is claimed is:~~Claims

1. ~~1.~~ A computer-implemented method for transport refrigeration unit including an evaluation and diagnostic engine (402) ~~for a customer product~~using a processor (98, 300), the method comprising:

r~~R~~eceiving, by a processor (98, 300), customer ~~usage~~ business data (406) associated with the ~~customer product~~transport refrigeration unit;

obtaining customer usage data (404) associated with a customer business operation, wherein the customer usage data (404) is obtained using sensors (40) associated with the transport refrigeration unit, and wherein the sensors (40) comprise a thermostat for the transport refrigeration unit and a door sensor associated with an outside door of the transport refrigeration unit;

obtaining environmental data (410) associated with the transport refrigeration unit, including obtaining outside air temperature and humidity; ~~analyzing, by the processor, the customer usage data and the customer data to generate a usage score card associated with the customer product;~~ and

determining an action for the ~~customer product based at least in part on the usage score card~~transport refrigeration unit, wherein the action comprises adjustment of a temperature of the thermostat, and wherein the usage and diagnostic engine (402) is configured to look to the customer usage data (404) and customer business data (406) to determine that the transport refrigeration unit has an upcoming stop that might require the door to be opened and to adjust the thermostat temperature downward based at least in part on the outside air temperature and humidity and in anticipation of the door opening.

2. T~~t~~he computer-implemented method of claim 1, comprising analysing the customer usage data (404) and the customer business data (406) to generate a usage score card associated with the transport refrigeration unit, and determining another action for the transport refrigeration unit based at least in part on the usage score card.

~~2~~3. The computer-implemented method of Claim ~~1~~2, further comprising:

displaying, on a display, the another action and the usage score card.

~~3~~4. The computer-implemented method of ~~Claim 1~~claim 2 or 3, wherein ~~the customer product comprises a refrigeration system~~the another action comprises a suggested maintenance action for the transport refrigeration unit.

~~4~~5. ~~The computer-implemented method of Claim 3, wherein the customer data is obtained utilizing sensors associated with the customer product.~~A system for evaluation and diagnostic for a transport refrigeration unit, the system comprising:

sensors (40) associated with the transport refrigeration unit, and wherein the sensors (40) comprise~~s~~ a thermostat for the transport refrigeration unit and a door sensor associated with an outside door of the transport refrigeration unit

an evaluation and diagnostic engine (402) with a processor (98, 300) communicatively coupled to a memory, the processor (98, 300) configured to perform the method of any preceding claim.

~~5. The computer-implemented method of Claim 4, wherein the sensors comprise a thermostat for the refrigeration system.~~

~~6. The computer-implemented method of Claim 4, wherein the sensors comprise a door sensor associated with the refrigeration system.~~

~~7. The computer-implemented method of Claim 1, wherein the customer usage data is obtained through a customer survey.~~

8. The computer-implemented method of Claim 1, further comprising:

operating a component of the customer product to implement the action for the customer product.

9. The computer-implemented method of Claim 1 further comprising:

obtaining, by one or more sensors, environmental data associated with the customer product; and

wherein determining the action for the customer product is further based at least in part on the environmental data.

10. The computer-implemented method of Claim 1, wherein the action comprises a suggested maintenance action for the customer product.

11. A system for evaluation and diagnostic for a customer product, the system comprising:

a processor communicatively coupled to a memory, the processor configured to perform:

receiving, by the processor, customer usage data associated with the customer product;

obtaining customer data associated with a customer business operation;

analyzing, by the processor, the customer usage data and the customer data to generate a usage score card associated with the customer product; and

determining an action for the customer product based at least in part on the usage score card.

12. The system of Claim 11, further comprising:

displaying, on a display, the usage score card.

13. The system of Claim 11, wherein the customer product comprises a refrigeration system.

14. The system of Claim 13, wherein the customer data is obtained utilizing sensors associated with the customer product.

15. The system of Claim 14, wherein the sensors comprise a thermostat for the refrigeration system.

16. The system of Claim 14, wherein the sensors comprise a door sensor associated with the refrigeration system.

17. The system of Claim 11, wherein the customer usage data is obtained through a customer survey.

18. The system of Claim 11, further comprising:

operating a component of the customer product to implement the action for the customer product.

19. The system of Claim 11 further comprising:

obtaining, by one or more sensors, environmental data associated with the customer product; and

wherein determining the action for the customer product is further based at least in part on the environmental data.

20. The system of Claim 11, wherein the action comprises a suggested maintenance action for the customer product.