Is individual customer	Service systems are organized or not	Is it have a long-term relationships or not	Does the quality product affects the custome	of production producti	Does the ducts deviate ased on the ustomer's quirements
Is the customer is involving in the innovation process?	Smart services are based on field intelligence or not	Interaction between customer and provider is necessary or not Is achieving elevated levels of customer care has noticeable benefits?	Does the product accepts with all types of customer's needs? Is smart services are co-created via interactions between service providers and customers	Whether the analysis are done to a better level than other smart services?	Whether the services follows quality standards? Whether analyzed customer's relationship will be
	role is to measure and predict their behaviour? Is it possible to handle complaints and negative	Says Does CUST	Thinks Feels	Customer's feedback's are considered Dissatisfied	Emotions
Does it simplify the sale and using of products? Does it support information's	Does CRM manage relationship's and interactions with potential customers?	Products and services are productive and efficient?	Believable	Satisfied	Unsure to Trust
and communication technologies based on field intelligence?	Are custome involving in a innovation are efficient processes o	r's an nd	Inadequate	Exciter	nant