

Implementation of Activity Dashboard in online shopping Industry Internal Tool-OMS

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Abstract: Online shopping is one of the most top domain industries. It refers to buying and selling goods through internet. The purpose of this research work is to recommend Electronic Commerce domain industry to integrate and implement functionality in existing Order Management System (OMS) model. For increasing sales, revenue and Customer interest on particular store this research work proposing the following four functionality in Activity Dashboard such as Group, Component, Priority, Status. After placing an order the order data of Group, Component, Priority, Status will come to Activity dashboard functionality under Order Management System (OMS). This activity dashboard helps to control all orders activities, status and processing activity on an Activity dashboard. This activity dashboard should add in one of OMS module. The industry people can manage and interact with orders through this useful internal tool. Using this activity dashboard data, industry people can make decisions and modify, process the orders.

Index Terms: E-Commerce, Activity Dashboard, Group, Component, Priority, Status

I. INTRODUCTION

The Activity Dashboard is used to show the various activities of placed order in electronic commerce industry. Here we are proposing four functions under activity dashboard. They are Group, Component, Priority and status. Group - This option displays all activities assigned to the various group elements. Component - This option displays all activities assigned to the various components. Priority -This option displays the priority of all activities. Status -The option displays the status of all activities.

Ecommerce is a name for a trade, or business task that includes the movement of data/information over the Internet. It covers a scope of different kinds of business, from client based retail locales, through closeout or music sites, to business trades exchanging merchandise and ventures among enterprises. It is right now one of the basically essential parts of the Internet to turn out.

An order management system is an electronic framework created to execute securities arranges in a proficient and financially self-assurance way. Industry individuals utilize

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arrange administration frameworks when dispatching orders for different sorts of securities and can track the advance of each request all through the framework. A request administration framework ought to give one incorporated put in to oversee requests from all business channels. Bringing together this in one framework is basic to conveying a prevalent client encounter by giving request status, on-time conveyances and meeting client desires for purchase, satisfy and return anyplace. The correct arrangement gives you an establishment for reliable and consistent execution over all client, monetary, stock and store network contact focuses that drives consumer loyalty, rehash business and long haul steadfastness. Moreover, arrange administration frameworks can enhance deals perceive-ability and lessen delays and rain checks by giving you a solitary perspective of interest, stock and supply. Request administration gives you to think far from the stock close by to center around what's accessible to guarantee to your customer base. It kills exorbitant and unbendable stock division crosswise over channel and business units with a solitary, continuous, combine perspective of record over the endeavor, from your provider and assembling administrations to your distribution center and stores. The Activity dashboard is frequently display on a web -page which is connected to a database that allows the details to be continually updated and recorded. This activity dashboard is very useful to see the various activities of all orders and particular orders. This activity dashboard is extraordinarily functional to gain profit and avoid losses from various order processing. The proposed Activity dashboard contains for functions namely Group, Component, Priority and status. The group function contains Customer Relations Management, No Group, and Vendor Relations Management, Supply Chain Management, Quality, Special Operations, Refund Group. The component function displays the particular order No Component, WHISMO, Modify-Customer, Modification-vendor, Cancel Order, Returns-Lost-Shipment, Return-Damage-Shipment, Returns Customer Remorse, Return-warrenty repair request, Ship Quote, Escalation, Expedite shipping, Credit Memo, Screening Payment, Screening-Finance, Logistics, Callback, Claims, Returns Part Request, Returns Wrong Item, Backordered/ Out of Stock/ Discontinued, Refund Request, Displays all activities assigned to will call. The priority function displays the 3 various kinds of priority like Priority one, Priority two, Priority three. The status function displays the order status like Completed, Open and No Status. All four functions implementation part discussed in section III.

II. RELATED WORK

Overseeing recuperation benefit quality, benefit quality and fulfillment of Internet business administration's is very noteworthy for organizations' long haul development. Past research uncovered that e-retailers encounter trouble keeping up consumer loyalty in spite of the fast development of Online business. Various investigations have frequently analysed Online business of Business to Client (B2C) and (B2B), yet the investigation of C-2-C Web based business in creating nation like Indonesia is very restricted. An overview was led among Client to Client Web based business clients in the western area of Indonesia utilizing organized polls. The outcome indicates Client to Client Internet business consumer loyalty in the country of Indonesia, when tried halfway, is essentially impacted by benefit quality, yet isn't affected by recuperation benefit quality. In any case, when tried at the same time, they have critical effect to fulfilment.[1] Overseeing recuperation benefit quality, benefit quality and fulfillment of Online business administrations is exceedingly noteworthy for organizations' long haul development. Past research Suggestion Framework has a place with the class of Data Recovery, Information Mining and Machine Learning. Recommender frameworks assume a noteworthy part in the present web based business industry. Recommender frameworks prescribe things to clients, for example, books, motion pictures, recordings, electronic items and numerous different items when all is said in done. Recommender frameworks assist the clients with getting customized proposals, encourages clients to take remedy choices in their online exchanges, increment deals and rethink the clients web perusing knowledge, hold the clients, improve their shopping background. Data over-burden issue is comprehended via web crawlers, yet they don't give personalization of information. Proposal motors give personalization. There are diverse sort of recommender frameworks, for example, content-based, collective separating, crossover recommender framework, statistic and catchphrase based recommender framework. It additionally goes under the area of information Science. [2]. In view to issues existing in the activity procedure of the Online business organization task specialist co-op, the examination on advancement calculation of promoting assets designation for the Web based business office activity specialist co-op is completed. Basing on the activity qualities and advertising methodologies of organization task specialist organization, the assessment file arrangement of the promoting object esteem is built up and the enhanced expository chain of importance process calculation is utilized to decide the heaviness of assessment records. The application result demonstrates that the model and calculation can give compelling help to checking assets allotment for the Online business office task specialist co-op. [3]. Online system shopping is a prominent calculated administration with the improvement of web. As needs be we are in the period of huge information, internet shopping has slowly turned into the standard of present day life. As of late, with the "Web +" is proposed, China has appended incredible significance to the advancement of online business. Be that as it may, the improvement speed of coordination benefit nature of web based shopping has been hard to keep up. This paper which begins from the fame of the speed security,

coordination benefit disposition four headings, investigate the impacts of coordination benefit quality about internet shopping. Also, it depends on the perspective of framework building, utilize AHP and fluffy assessment strategy to set up assessment file framework assessment. At long last the paper advances some productive recommendations for the coordination and communicates industry and offers considerations to the coordination and express industry [4].Purchase Order Management (POM) is a standout amongst the most well-known Online business applications directed between B-2-C and B-2-B frameworks. By and large these days Buy Request Administration segments utilize mix approaches that need interoperability and reasonability highlights. The motivation behind this paper is to fabricate a SOA based model for POM in Web based business framework that accomplishes the objectives of interoperability and sensibility. In this paper a specialized model of POM Web based business framework is exhibited and investigated. Another POM show in light of SOA arrangement is suggested that beats the weakness of as of now utilized model. The primary commitment of this paper is to adjust a SOA-based model to the B2C and B2B Online business space. [5]. The idea of Inventory Order Management (IOM) as a model for organization officials to enhance stock use through successful data trade Almost certainly that stock goes about as a basic parameter influencing expense and request satisfying lead time of an organization. Logical inconsistency seems all the time between stock cost and request satisfying lead time with a specific end goal to improve focused fitness and adjust stock cost and request satisfying lead time, IOM is a conceivable arrangement. [6]. Each venture gives business procedures to guarantee data is conveyed to the senior pioneers, either naturally by framework or by manual process. At the point when this conveyance is finished by framework, data is typically given through an official dashboard. Utilizing official dashboard, senior pioneers can see organization's essential data that identified with business objective and settle on a brisk choice in view of this data. An official dashboard is the device to give such data, anyway it typically planned with no adaptability so when there is an adjustment in the data report, they should call the engineer to transform it. This examination is expected to plan and actualize an official dashboard that gives adaptability, which can be arranged by anybody without programming foundation. This exploration additionally master represents an instrument on the best way to make an official dashboard that backings an information revelation capacity. [7]. Ecommerce has been a productive path for assembling endeavours to get client orders. One ordinary qualities of Online business generation orders is that they more often than not require a few unique kinds of items. Synchronous generation of various items for one client orders, alluded to synchronization in this paper, assumes a basic part in bringing down stock level and taking care of client conveyance demand. To encourage the synchronization, an advanced planning and scheduling (APS) framework is produced by utilizing the Physical Web (PI) innovation.

A few developments are critical. Right off the bat, execution-level exercises are coordinated with arranging and planning choices through PI to help ongoing information accumulation for synchronization. Besides, the generation advances of items and client orders are checked genuine opportune and completely considered in planning. Thirdly, booking is directed by the joint endeavours of schedulers and workshop directors to additionally ensure the synchronization. [8]. The use of dashboards in associations alongside the improvement of dashboard applications has kept on multiplying these days. This is because of the fast replication of information and communication technology (ICT) expedited by the coming of Huge Information. There is the requirement for individuals, organizations, legislative and non-administrative associations to have the capacity to see their execution and exercises on a solitary PC screen. In spite of this developing requirement for dashboard applications, there are numerous outline related issues which call for broad measures to be taken as far as the sort of data showed on the dashboard. The point of this paper is to recognize and feature the motivation behind dashboard utilization in light of the three administrative levels of the dashboards: vital, strategic, and operational levels. This paper likewise goes for distinguishing the dashboard highlights in light of the reason it serves. The investigation demonstrated that the dashboard is utilized for arranging, checking, correspondence, consistency, and examination. The dashboard's motivations can likewise be ordered based on their basic highlights. These discoveries can fill in as a guide for engineers in outlining a superior dashboard. [9]. Keeping in mind the end goal to take care of the issue of disconnected request data among generation forms, which prompts the data can't be exchanged convenient and shared adequately, an arrangement of data following is displayed in this paper. The BPMN (Business Process Model and Documentation) particular is received to set up arrange process show. The model can be utilized to portray the organization's centre business and the request data transmission process with the procedure situated reasoning. At that point Web standard-JSF (Java Server Appearances) is acquainted with build up the framework. The task comes about demonstrate that request data can be exchanged auspicious, quick, precisely, which maintains a strategic distance from the deferrals or mistakes caused by manual activity. In the meantime the chiefs can take after the tracks of the request advance constantly and furnish customers with counsel. The procedure based request administration framework enhanced the data administration capacity of the printing venture and established framework for the acknowledgment of informatization undertaking wide. [10].

Creator shows the improvement of procedures for application observing and persistent execution affirmation. The proposed approach is gotten from the traditional consistent change idea e.g. PDCA (Plan-Do-Registration) cycle, which has been adjusted to the vast majority of the genuine mechanical and generation conditions. The approach comprises of four stages : Screen, Examination, Proposals and Activity (MARA); these stages are outlined into two fragmented data board viz. Application Wellbeing Dashboards and Remedial Activity Dashboard. It permits redoing the dashboard according to the level of perceivability

required to enhance the observing procedure. This paper likewise incorporates a contextual investigation of checking the application execution in live condition. The contextual analysis talked about in the paper demonstrates the use of fundamental standards for ceaseless execution change while sending APM answer for observing and expectation of execution patterns. The proposed approach lifts the likelihood to apply this strategy to wide size of endeavors applications for spaces, for example, Telecom, Managing an account, Protection, Web based business, Social insurance and so forth and in particular to the mission basic undertaking applications, which really have guide effect on association's capability to drive business income. [11]. China's Online business traders presently confront savage rivalry in quick conveyance that gets trouble adjusting the cost and consumer loyalty. This examination expects to research Chinese purchasers' discernment on conveyance speed when shopping on the web. We tried the communication between conveyance speed and different varieties by setting lab try. It is discovered that the conveyance speed isn't the most imperative factor influencing the buying expectation for China's online purchasers. They are not touchy to the distinction between 1-day conveyance and 7-days conveyance. In spite of the fact that customers' inclination isn't generally a similar when confronting diverse items, even the item in a similar class, they consider after-deal strategy and even some insignificant advantages more appealing. The outcomes propose that China's Internet business dealers maintain a strategic distance from coordinate rivalry in quick conveyance by separating different administrations traits. [12]. The dashboard is required to help information use by partners, both for expository and managerial purposes. In this exploration additionally directed an examination identified with dashboard improvement system, for facilitate alteration to appear in detail dashboard advancement ventures to oblige heterogeneous partners. Assessment of dashboard execution result is led exactly, including test from partner of ITB focal library. The assessment utilizes two existing institutionalized ease of use survey, Framework Ease of use Scale (SUS) and The Ease of use Metric for Client Experience (UMUX). In the assessment, it is additionally incorporated remarks from all assessment members to discover how far the dashboard can address the issues of every partner included. [13]. Not very many web based business members are seen to be happy with web based business raised costs of doing business, benefit sharing, counterfeit items, or client security. In this article, another online business idea, i.e., Adjusted Trade, is proposed to address the worries through creative exchanging standards and standards. The adjusted internet business advances coordinate exchanges with no middle person dealers, open and sharing assets and administrations, and savvy specialist based business exercises to guarantee the decency and lessen operational expense. To actualize the standards and highlights of the adjusted online business, a reference demonstrate has been created.

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To recognize how adjusted an online business framework is, an adjusted pointer and related calculations have been produced. In view of the reference display and recognized highlights, an adjusted online business demonstrate, i.e., Individual - Individual (I2I), has been created. An I2I web based business framework is included with an individual-arranged cloud program to help autonomous exchanging, and an open financial soundness cloud to give essential and following information of people and products, alongside savvy expediting administrations. [14]. The use of dashboards in associations alongside the improvement of dashboard applications has kept on multiplying these days. This is because of the fast replication of information and communication technology (ICT) expedited by the approach of Enormous Information. There is the requirement for individuals, organizations, legislative and non-administrative associations to have the capacity to see their execution and exercises on a solitary PC screen. In spite of this developing requirement for dashboard applications, there are numerous outline related issues which call for broad measures to be taken regarding the sort of data showed on the dashboard. The point of this paper is to distinguish and feature the motivation behind dashboard utilization in light of the three administrative levels of the dashboards: vital, strategic, and operational levels. This paper likewise goes for recognizing the dashboard highlights in view of the reason it serves. This examination was led by exploring 23 distributed papers identified with dashboards. The investigation demonstrated that the dashboard is utilized for arranging, checking, correspondence, consistency, and examination. The dashboard's motivations can likewise be sorted based on their normal highlights. These discoveries can fill in as a guide for engineers in planning a superior dashboard. [15]. The utilization of data and correspondence advances brings numerous chances to advance instructive process. On account of instruction of potential future business people, it may be reasonable for them to experiment with firm foundation and task in virtual condition. Utilization of virtual organizations is bolstered by ICT implies inventory control problem in merchandise conveyance frameworks having system engineering is tended to. Instead of the dominant part of past methodologies, coordinated for serial and arborescent arrangements, a work topology is dissected. In the thought about framework, the exogenous, dubious request might be put at each system hub. The exchange of products between the hubs, represented by the request up-to stock administration system, is performed with non-unimportant lead-time delay. A model of hub dynamic cooperation is proposed and portrayed in a properly picked state space. Formal rules for the reference stock level determination are introduced. The created display consolidating conveyed arrange up-to strategy is subjected to formal and numerical investigation. [17][16]

Worldwide ICT industry is guaranteed to represent around 2 percent of worldwide carbon dioxide which is a figure proportional to the flight business. This is because of absence of attention to lessen the ecological effect of ICT items and administrations by the ICT business specialists. Thusly, we proposed a GreenDash framework, an electronic dashboard that gives a stage to programming engineers to quantify green programming outline. Programming engineers

proficient to compute support ability of green programming configuration in view of the four segments of Information System (IS): database, equipment, individuals and system. GreenDash Framework helps programming engineers to guarantee that they considered about green programming in planning programming item and administrations. [18] Dashboards permit administrators in monitor different exercises and improvements in their areas of expertise. There are different existing undertaking asset arranging frameworks that are institutionalized that can be utilized by exchanging deals industry. Anyway there are different modules that are repetitive to this industry that influence the speed and proficiency of the framework. The proposed framework is a factual dashboard that not just monitors every one of the tasks from customer demand to arrange conveyance yet in addition thinks about security of customer information by authorizing different security instruments. The framework has six modules including login module and five dashboards. The login module is anchored utilizing SHA256 hash to store secret word, variable salt and ReCaptcha component. The five dashboards incorporated into the framework are Sourcing Dashboard, Records Dashboard, Activity Dashboard, Deals Dashboard and Administrator Dashboard. The dashboard is tried to be anchored from SQL Infusion, Cross Site Scripting attack (XSS), Cross Site Request Forgery attack (CSRF), Brute Force and Session Fixation. [19] Globalization, lead time lessening and cost weights, and different components make it nontrivial for most organizations to devise and oversee viable coordination administrations to meet customer prerequisites. They are in an ideal situation utilizing the administrations of particular outsider coordination specialist co-ops. These suppliers contend wildly and need to create and enhance their administrations constantly to increase upper hand. Incorporating the coordination procedure for enhancing correspondence and coordination is the most attainable route for outsider coordination suppliers to manage these weights. However, the surviving writing gives minimal hypothetical direction to incorporating the coordination life-cycle, including requesting, transportation, and warehousing. This paper builds up a Data Framework Outline Item Hypothesis for the class of coordinated Request, Transportation and Distribution center Administration Frameworks in light of a contextual investigation and a writing survey. The hypothesis helps customers and specialist organizations to get and outline data frameworks for planning, overseeing and controlling straightforward and consistent coordination forms that enhance benefit viability... [20] Author discussed Working with Dashboard Content of Shipping Cost, Average Cost, Text Object, Total Shipping Cost and Font Type. [21] As per the analysis of various research articles and solutions here we are proposing Activity dashboard to show the various activities of placed order in electronic commerce industry. This activity dashboard contains Group, Component, Priority and status of all placed orders. The implementation of the activity dashboard is shown in the next section.

III. IMPLEMENTATION OF ACTIVITY DASHBOARD

The activity dash board used to view, modify and process the placed order. The Proposed activity dashboard contains four functionality such as Group, Component, Priority and status:

- A. Group,
- B. Component,
- C. Priority,
- D. Status.

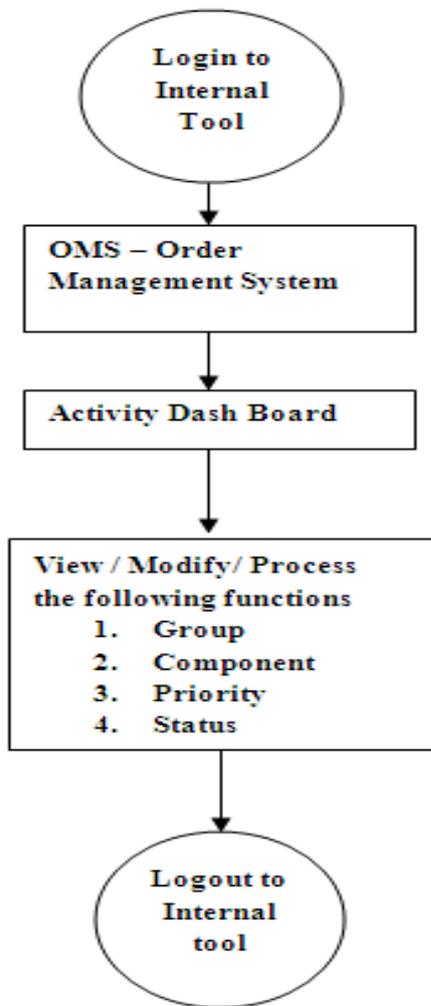


Figure1: Navigation Flow of ActivityDashboard

Flow to Activity Dashboard: User should login to Ecommerce industry internal tool with using valid data and move to OMS – Order Management System functionality in that ‘Activity Dash Board’ functionality should be available. The ‘Activity Dash Board’ functionality should contains the features of Group, Component, Priority , Status (Figure 1). Here user can view , Modify and process the placed orders.

A. Group

This option displays all activities assigned to the various group elements. The group options are CRM, No Group, SCM, Quality, Special options, Refund group.

1) How to implement in Order management?

In Order management tab, move to the Activity Dashboard.
OMS => Activity Dashboard.

2) Internal tool displays the displays the Activity Dashboard page. Select the **Group** option. The Group option should contains the following: Customer Relations Management (CRM), No Group, Vendor Relations Management(VRM), Supply Chain Management (SCM), Quality, Special Operations, Refund Group.

Table 1: Group Options

Group	Description
CRM	Displays all activities assigned to the Customer Relations Management team.The CRM team handles customer queries.
No Group	Displays all activities assigned to No Group.
VRM	Displays all activities assigned to the Vendor Relations Management team.The VRM team is responsible for vendor transactions.
SCM	Displays all activities assigned to the Supply Chain Management team.The SCM team is responsible for logistics, claims and insurance.
Quality	Displays all activities assigned to the Quality team.The Quality team is responsible for the quality analysis of the entire process.
Spl Ops	Displays all activities assigned to the Special Operations team.The special operations team is responsible for all orders whose mode of payment is by check memo.
Refund Group	Displays all activities assigned to the Refund team.This team is responsible for refunds handling.

3) To view all activities assigned to you, go to the appropriate group element.

	Order ID	Note	Group	Component	Priority	Status
CRM	123	By Admin: communicated on date,,	CRM	No Component	P1	No status
No Group	124	By Admin: communicated on date,,	No Group	No Component	P2	No status
VRM	125	By Admin: communicated on date,,	CRM	No Component	P3	No status

Figure 2: Activity Assigned view

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Table 2: Field with Description of Group

Field	Description
ORDER ID	Displays the order id. You want to view the order go to the summary. (Shown below)
Note	Describes the activity that needs to be done. Go to view the activity page.
Group	Displays the group to which the activity is assigned.
Component	Displays the component to which the activity is assigned.
Priority	Displays the priority of the activity.
Status	Displays the status of the activity.

4. Make the appropriate changes and update the order

i) Summary

This option enables you to view the order summary, put an order on hold, send mail to the customer and override an order processing step. The summary information will be available only after an order is processed.

On hold: This option enables you to put an order on hold. This option is active only after an order is processed.

Send Mail: This option enables you to send a mail to the customer. This option is active only after an order is processed.

Override: This option enables you to override an order processing step. It is active only after an order is processed. This option cannot be used after a Purchase Order (PO) is issued.

In OMS should provide Search option, after placing an order OMS will generate order ID, In that order order if you search in OMS the following information will display of that particular order.

Note: Order summary will be displayed only after an order is processed.

Search: This option enables you to search for an order. You can search for an order using the order number.

Type the order id in the order number field. Search for the order id. The order details will be populated in the summary page.



Figure3: Summary View

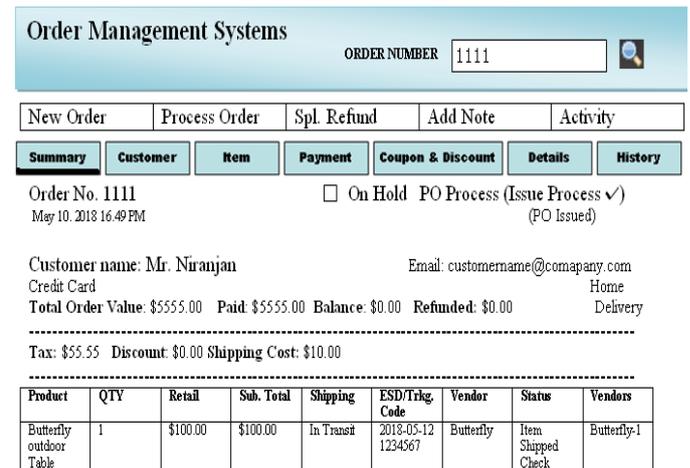


Figure4: Order Summary details

Table 3: Summary of the Placed order

Field	Description
	Internal tool displays the customer name , customer's email id , payment mode and the delivery details .
Total Order Value	Displays the total order value.
Paid	Displays the amount paid by the customer.
Balance	Displays any outstanding balance if any.
Refund	Displays the refund amount if any.
Tax	Displays the total sales tax.
Discount	Displays the discount amount if any.
Shipping Cost	Displays the shipping cost.
Product	Displays the product name.
QTY	Displays the number of units ordered.
Retail	Displays the retail price.
Sub Total	Displays the sub total price. (Sub Total = QTY * Retail)
Shipping	Displays the shipping status.
ESD	Displays the estimate ship date.
Tracking Code	Displays the tracking code.

Vendor	Displays the vendor name.
Status	Displays the status of the order item.
Vendors:	Displays the vendor name and the total number of product line items per vendor.

Table

ii) Activity

This Activity option enables you to add a comment, assign the order to a particular group or component, prioritize an order and change the order status.

How to use this options?

1. In the Internal tool select the OMS option in that select Order management.
2. Search for the required order. Select the 'Activity' button.
3. Then internal tool displays the activity page.

Figure5: Activity Comment option

Table 4: Field and Description of Activity option page

Field	Description
Subject	Type the subject in this field. This field is mandatory .
Note	Type your comments in this field. This field is mandatory .
Group	Select the group to which this order should be assigned from the drop-down list. The available options are: CRM, VRM, SCM, Quality, Spl Ops, and Refund Group . This field is mandatory .
Component	Select the component from the drop-down list. The available options are: WHISMO, Modify-Customer, Modification-vendor, Cancel Order, Returns-Lost-Shipment, Returns-Damaged shipment, Returns Cust Remorse, Return-warranty repair request, Ship Quote, Escalation, Expedite Shipping, Credit Memo, Screening Payment, Screening-Financing, Logistics, Callback, Claims, Returns-Others and Returns Part Request . This field is mandatory .

Priority	Select the priority from the drop-down list. The available options are: P1, P2 and No Priority . This field is mandatory .
Status	Select the status from the drop-down list. The available options are: Completed, No Status and Open . This field is mandatory .
Note On	Select the component on which the note is placed.
EST	Type the estimate date by when the activity will be completed, in the YYYY-MM-DD format or select the date from the calendar.
Assign To	Select the person to whom this task should be assigned from the drop-down list. This field is mandatory .
Copy to	Select the person to whom a copy of the note must be sent.

4. Type the required details and click Submit.

B. Component,

This option displays all activities assigned to the various components.

How 'component' option will work?

1. In the Internal tool OMS tab, select the 'Activity Dashboard' option.
2. In Activity Dashboard page. Select the Component option.

Table 5: Group and Description of Components

Group	Description
No Component	Displays all activities assigned to No Component.
WHISMO	Displays all activities assigned to WHISMO.
Modify-Customer	Displays all activities assigned to Modify Customer. An activity is assigned to this component, when the customer's shipping address or billing address must be modified.
Modification-vendor or	Displays all activities assigned to Modification-vendor. An activity is assigned to this component, when the vendor does not supply a particular product and the order has to be redirected to another vendor.
Cancel Order	Displays all activities assigned to Cancel Order. An activity is assigned to this component, when a cancellation request is placed by the customer.
Returns-Lost-Shipment	Displays all activities assigned to return lost shipment An activity is assigned to this component, when a product is lost during shipment.



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Return-Damage-shipment	Displays all activities assigned to return damage shipment. An activity is assigned to this component, when a product is damaged during shipment.
Returns Customer Remorse	Displays all activities assigned to returns customer remorse. An activity is assigned to this component, when a request to return a product was placed due to customer remorse.
Return-warranty repair request	Displays all activities assigned to return warranty repair request. An activity is assigned to this component, when a request to repair a product is placed before the warranty expires.
Ship Quote	Displays all activities assigned to ship quote. An activity is assigned to this component, when a shipment quote must be obtained for international orders.
Escalation	Displays all activities assigned to escalation. An activity is assigned to this component, when the activity must be reassigned to another individual in the same group.
Expedite shipping	Displays the activities assigned to expedite shipping. An activity is assigned to this component, when the customer requests for his/her order to be shipped before the actual ship date.
Credit Memo	Displays the activities assigned to credit memo. An activity is assigned to this component, when a credit note is issued. Generally, credit note is issued to record the reduction in the bill because of returns or cancellations.
Screening Payment	Displays all activities assigned to screening payment. An activity is assigned to this component, when a credit card or an e Check payment fails.
Screening-Finance	Displays all activities assigned to screening finance. An activity is assigned to this component when, SCA approves the financing plan, SCA requires a referral, or SCA rejects the financing plan.
Logistics	Displays the activities assigned to logistics. An activity is assigned to this component, when shipping arrangements must be made and monitored. This activity is assigned when the product is shipped via company account.
Callback	Displays the activities assigned to callback. An activity is assigned to this component, when the customer must be informed after a particular order processing stage.
Claims	Displays the activities assigned to claims. An activity is assigned to this component, when a

	claims request is placed by the customer.
Returns Part Request	Displays all activities assigned to the returns part request. An activity is assigned to this component, when the customer requests for part replacements.
Returns Wrong Item	Displays all activities assigned to returns wrong item. An activity is assigned to this component, when a request to return a wrong product was placed.
Backordered/OOS/Disco	Displays all orders assigned to Backordered/ Out of Stock/ Discontinued. An activity is assigned to this component when, a product is backordered (Backorder: is a distribution term that refers to the status of items on a purchase order in the event that some or all of the inventory required to fulfill the order is out of stock. Typically, received stock is allocated first to back orders.) by the vendor, a product is out of stock, or when a product is discontinued.
Refund Request	Displays all activities assigned to refund request. An activity is assigned to this component, when a customer places a return request.
Will Call	Displays all activities assigned to will call. An activity is assigned to this component, when scheduled pick ups must be arranged either from the customer end or from the vendor site.

3. To view all activities assigned, Select the appropriate component.

Order Management Systems						
GROUP	COMPONENT	PRIORITY	STATUS			
No Component	No Filter					
WHISMO	Order ID	Note	Group	Component	Priority	Status
Modify-Customer	123	By Admin: communicated on date..	CRM	No Component	P1	No status
Modification-vendor						
Cancel Order	124	By Admin: communicated on date..	No Group	No Component	P2	No status
Returns-Lost-Shipment						
Return-Damage-Shipment	125	By Admin: communicated on date..	CRM	No Component	P3	No status
Returns Customer Remorse						
Return-warranty repair request	126	By Admin: communicated on date..	No Group	No Component	P2	No status
Ship Quote						
Escalation	127	By Admin: communicated on date..	CRM	No Component	P3	No status
Expedite shipping						
Credit Memo	128	By Admin: communicated on date..	CRM	No Component	P1	No status
Screening Payment						
Screening-Finance	129	By Admin: communicated on date..	No Group	No Component	P2	No status
Logistics						
Callback	130	By Admin: communicated on date..	No Group	No Component	P2	No status
Claims						
Returns Part Request						
Returns Wrong Item						
Backordered/OOS/Disco						
Refund Request						
Will Call						

Figure6: Activity Dashboard Component page



4. Make the appropriate changes and update the order status.

C. Priority,

This Priority option displays the priority of all activities.

How this Priority option will work?

1. In the OMS tab, select the Activity Dashboard.

Taxonomy	Schema	Entity	Master Database	CMS	OMS	Finance	Reports	Logout	
					Order Management				
					Payment Mode				
					Payment Gateway				
					Refunds				
					Activity dashboard				
					Fraud List				
					Order Status				
					Order on Hold				
					Mail Configuration				

Figure7: Flow to Activity Dash board

2. Internal tool displays the Activity Dashboard page. In that select the Priority option. P1, P2, P3.

Table 6: Group and Description of Priorities

Group	Description
P1	Displays all activities assigned P1. A priority1 activity must be attended in an hour's time.
P2	Displays all activities assigned P2. A priority2 activity must be attended in one days time.
P3	Displays all activities assigned P3. A priority3 activity must be attended in two days time.

3. To view all activities assigned , Go through the appropriate priority element.

P1	No Filter	Order ID	Note	Group	Component	Priority	Status
P2		123	By Admin: communicated on date... Hi engg check this	CRM	Cancel Order	P1	Open
P3		131	By Admin: communicated on date... Hi Dev fix this	Spl Ops	WHISMO	P1	Open
P4		132	By Admin: communicated on date... Hi Tester check this	CRM	Cancel Order	P1	Open

Figure8: Activity Dashboard Priority page

4. Make the appropriate changes and update the order status.

D. Status.

The 'Status' option displays the status of all activities.

How Status option will work?

1. In the OMS tab, select the Activity Dashboard.

2. Internal tool displays the Activity Dashboard page. In that select the Status option. It contains the options like: Completed, No Status, Open.

Table 7: Group and Description of Order Status

Group	Description
Completed	Displays the status of the activity. This flag is set when the activity is completed.
No Status	Displays the status of the activity.
Open	Displays the status of the activity. This flag is set when the activity is still to be completed.

3. To view all activities assigned , Go through the appropriate Status element.

Completed	No Filter	Order ID	Note	Group	Component	Priority	Status
No Status		12345	Credit Card Application Name : Jhon Accepted Account No. 45678123 Credit Available: \$1234.45 By Admin on 2018-05-12	Spl Ops	Screening-Financing	P3	Completed
Open		13145	Credit Card Application Name : Ved varshil Accepted Account No. 45678123 Credit Available: \$424.45 By Admin on 2018-05-12	Spl Ops	Screening-Financing	P3	Completed

Figure9: Activity Dashboard Status page

4. Make the appropriate changes and update the order status.

IV. RESULT AND ANALYSIS

The purpose of this research work is to recommend Electronic Commerce domain industry to integrate and implement functionality in existing Order Management System (OMS) model. For increasing sales, revenue and Customer interest on particular store this research work proposing the following four functionality in Activity Dashboard such as Group, Component, Priority, Status.



After placing an order the order data of Group, Component, Priority, Status will come to Activity dashboard functionality under Order Management System (OMS).. Flow to Activity Dashboard: User should login to Ecommerce industry internal tool with using valid data and move to OMS – Order Management System functionality in that ‘Activity Dash Board’ functionality should be available. The ‘Activity Dash Board’ functionality should contains the features of Group, Component, Priority, Status (Figure 1). Here user can view , Modify and process the placed orders. Group- This option displays all activities assigned to the various group elements. The group options are CRM, No Group, SCM, Quality, Special options, Refund group. Component- This option displays all activities assigned to the various components.

Priority- This Priority option displays the priority of all activities. Status- The ‘Status’ option displays the status of all activities. The Figure 2 show that Activity Assigned view and Figure4 shows that Order Summary details. Figure 6,8,9 shows that effective implementation of Activity Dashboard in internal tool it is suggested to e-commerce domain industry.

V. CONCLUSION

An order management system should provide one centralized place to manage orders from all sales channels. Centralizing this in one system is critical to delivering a superior customer experience by providing order status, on-time deliveries and meeting customer expectations for buy, fulfill and return anywhere. The right solution gives you a foundation for consistent and seamless execution across all customer, financial, inventory and supply chain touch points that drives customer satisfaction, repeat business and long-term loyalty. Additionally, order management systems can improve sales visibility and reduce delays and back orders by giving you a single view of demand, inventory and supply. The purpose of this research work is to recommend E-Commerce domain industry to integrate and implement functionality in existing Order Management System model. For increasing sales, revenue and Customer interest on particular store this research work proposing the following four functionality in Activity Dashboard such as Group, Component, Priority, Status. Group option displays all activities assigned to the various group elements. Component option displays all activities assigned to the various components. Priority option displays the priority of all activities. Status option displays the status of all activities.

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