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Introduction to Visibility

What is Visibility?

Visibility is the tool which houses all sales incentive data for individuals on a Cisco sales incentive compensation plan.

How should I use Visibility?

Use Visibility to track and validate revenue attainment and sales compensation incentive payments.

Who uses Visibility?

Sales agents and sales management on Cisco incentive compensation plans have access to the Visibility tool and will see their sales incentive compensation data once they have a fully approved Goal Sheet.

How do I get support for Visibility?

There are several self-help support links available from the Visibility User Interface.

- Compensation Virtual Assistant (green "Need Help?" Icon in lower right-hand corner of screen) – self-service chatbot in Visibility provides answers to commonly asked questions and can link you to the Customer Service Hub to open a Commission Inquiry case if needed
- Learning Resources – links to important related content on Sales Compensation and Cisco's Recurring Revenue transformation journey
- WalkMe – Guided tour of new iACV views in Visibility
- Help ("?" icon in the menu bar, upper right of screen) – links to Visibility content in SalesConnect, where you will find reference guides, FAQ, and videos
- Open a Case ("Bug" icon in upper right) – allows you to open a Commission Inquiry case through the Customer Service Hub (CSH). (Hint: Search on Commissions once there to get to the "Open Case" links)
- Settings (drop down arrow in menu bar at top right) - click on the "Send Feedback" link to take the satisfaction survey, which allows you to provide insight on the tools effectiveness and ideas to improve Visibility

New Metrics (iACV and $Renewed)

How long does it take for metrics bookings to show in Visibility?

Depending on when an order books, it could take up to 11 days, and no earlier than 4 days, for metrics bookings to show in Visibility.

For example:

- Earliest of 4 days: If an order booked on Sunday PST and was processed on Monday, it would show in Visibility at the earliest on Thursday of that same week
- Longest of 11 days: If an order booked on Monday PST and was processed the following Monday, it would show in Visibility at the earliest on Thursday, the week after the week in which it originally booked

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Where can I go to understand my Recurring Revenue compensation and Goal?

In Visibility, $Renewed and iACV plan elements will appear as separate lines in the Visibility Goal Attainment (landing page) and in Payments views.

What level of detail will I see?

Metrics like:

- iACV (Incremental Annual Contract Value)- Annual bookings from an existing customer in an existing PMG / CX Upsell group above ATR value, new customer, or new PMG / CX Upsell group from an existing customer
- New Logo - Annualized subscriptions from a customer that does not currently have an active subscription of the same type
- Upsell (Expansion - For SW): Additional annualized subscriptions over what is available to renew (ATR) at a given point in time for an existing customer for the same PID matching group or CX Upsell Group
- Cross-sell - for CX - Additional annualized subscriptions over what is available to renew (ATR) at a given point in time from an existing customer for a different CX Upsell Group. (Only applicable for services)
- $Renewed - The amount of money that came from deals up for renewal (Renewal dollars from ATR)
- ATR (Available to Renew) - Renewal opportunities expiring during the period

How often does the iACV and $Renewed data in Visibility refresh?

iACV data is refreshed on a weekly basis every Sunday night, along with the MBR refresh.

Why don't I see Revenue (Multiplied) for my iACV Plan Elements?

The Revenue Multiplier was a compensation Auxiliary Program in FY21 to increase the market penetration of specific software products.   This program is not currently active for FY22 and the metric is not applicable for iACV plan elements.

Why can't I see my early renewal bookings in Goal Attainment?

Your early renewal bookings will show in the Backlog Graph until the contract start date.

Why is there no data in my ATR baseline?

Your ATR will only display data once the corresponding SAV has an associated renewal booking.

Where can I learn more about Visibility capabilities to support the new performance metrics?

There are many resources available including:

- Visibility iACV Views (quick guide)
- Visibility Walk Me (in the tool)
- Quick Start for Sellers (Hub includes links to new metrics training, how processes and tools are evolving, sales tool enhancements)

Goal Attainment (Visibility Landing Page)

What is the purpose of the graphs in Visibility?

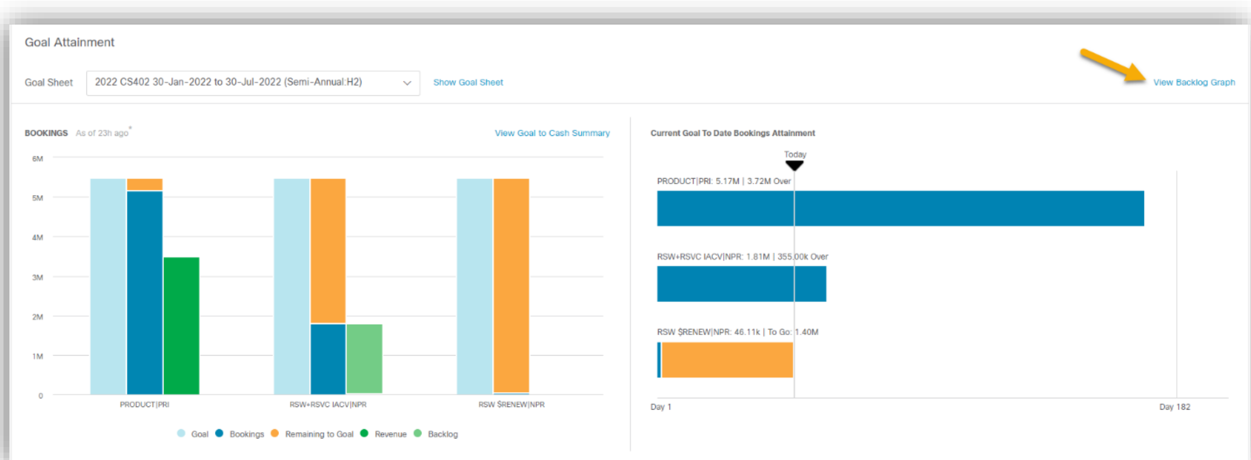
The graphs at the top of the Goal Attainment page provide an "at a glance" view of key sales incentive compensation data based on requests from our sales force. The data is based on the Quota Components in your compensation plan. You can "hover over" the 'Goal to Cash' and 'Bookings to Revenue Backlog' to see additional information for these plan elements in your Individual Incentive Compensation Plan (IICP).

Please note that individuals on 100% KSO or the Hybrid compensation plans will not see any graphs displayed because they do not have any Quota Components in their plan, only Strategic (i.e. KSO) components.

Goal to Cash: This graph has a set of bars for each Category which corresponds to the plan elements in your goal sheet. By hovering over a set of bars you will see the summary of Goal, Bookings, To Go (this is the remaining bookings vs goal), Revenue and Backlog. By clicking on the bars you will navigate to the Goal to Cash page for that Category where you can search and export orders and order details. Clicking on the Goal to Cash header will take you to the Goal to Cash page with summaries of all Quota plan elements.

Current Goal-to-Date Bookings Attainment: There is no hover information or link in this graph; it is informational only and is **always** based on your current active goal sheet, regardless of what is selected in the Goal Sheet drop down. This graph simply displays the goal-to-date bookings attainment with the remaining goal amount compared to the number of days passed.

Bookings to Revenue Backlog: This graph shows the estimated revenue recognition timeframe of bookings per Plan Element, in 30-day increments. For performance purposes, this graph is hidden by default. Click the link to expand and view your backlog. You can hover over each plan element to see the bookings total per 30-day increments, and when clicked will take you to the transaction details per plan element. The 'Other' bucket indicates bookings where the fulfillment date is not yet available in the system.



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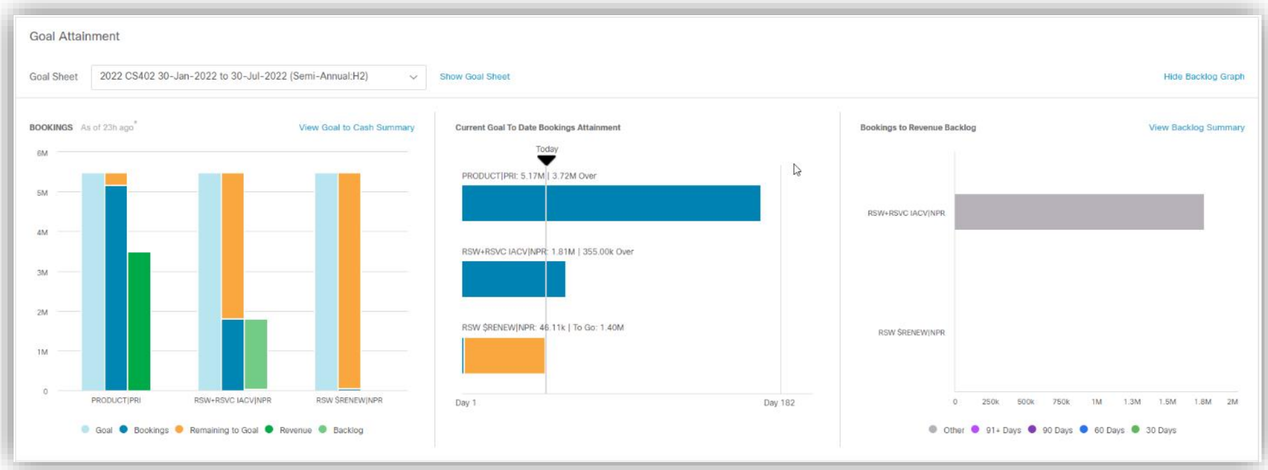

Why does Visibility show the order sitting in backlog, but CCW shows the order has already been shipped?

Data is processed at different times. Backlog data in Visibility is only updated once a day so it may not reflect the most up-to-the-minute information whereas CCW is real-time data. Another possibility is when an order has a future contract start date, the order may also still show as backlog.

Why do my Bookings numbers in Goal to Cash not match my bookings numbers in other reporting applications?

Visibility focuses on compensation-based measures and displays information by compensation plans and plan elements instead of by customer or region. Sometimes the 'compensation view' of the data does not align exactly with the 'reporting view' of the data that is shown in other applications. This is especially true when looking at the roll-up of a manager's numbers, for salespeople that change compensation plans during the year, or for individuals that take a leave of absence.

Additionally, bookings for some programs may not always be represented in Goal to Cash as bookings. For a closer look, please view this brief VOD: MBR vs Visibility

Why does Bookings not equal Backlog + Revenue?

While in general, Revenue + Backlog should approximate Bookings, it is important to understand that the tool can only display what information is passed to it from upstream systems. This condition does not represent an error in the tool and should not cause alarm. Rather it is the challenge of assembling information from many disparate sources in one place.

Some of the reasons for differences include:

- Data Refresh Frequency - Visibility refreshes most data daily versus some MBR reports refresh more often (e.g. MBR refreshes On the Spot data every 15 minutes). In addition, derived performance metrics like iACV are calculated and refreshed in Visibility on a weekly basis.

- Manual Data Processing Cycle - Manual transactions such as for some acquisitions or any transaction where we are not yet able to automate sales crediting, may have a weekly or even monthly upload process
- Accounting Treatment for Bookings versus Revenue – Bookings happen near real time while the Revenue event (e.g. product ships, software invoiced, etc.) which triggers compensation payout in Visibility may be recognized at a later point in time. For further clarification, please view this brief VOD: Bookings vs Revenue which may be found with other Sales Comp Minutes.
- Auxiliary Programs That Uplift Revenue Attainment – Some auxiliary programs (such as the FY21 Revenue Multiplier or the FY21 Multi-year Declining Balance) increase the amount of revenue a seller receives as an incentive tool to increase sales in certain areas. Since the revenue may have been uplifted for a particular transaction, it will be higher than the original bookings number

Why are Bill to Customer, Ship to Customer, and End User "Not available" in Visibility?

This is generally due to the data made available from upstream systems. Visibility reporting is based on Sales Order #s (including Web IDs), not necessarily on customer information. You can confirm the Customer and End User detail in CCW. This has no effect on your incentive payment. Also remember, that the primary focus of Visibility is revenue attainment for incentive compensation payout. Visibility should not be used for tracking Bookings Attainment against quota. MBR is the source of truth for Bookings quota attainment.

Why don't I see my goal sheet in Goal Attainment or Goal to Cash?

When you enter Visibility, it defaults to the current Fiscal Year. If you are new to Cisco or being on a sales compensation plan, you will see no data until you accept your goal sheet. At the beginning of a goaling period (e.g. beginning of fiscal year), you will only see your prior goal sheet (if you have one) until you have accepted your goal sheet for the current goaling period. Once your goal sheet is fully authorized, you will see data in Goal Attainment, Goal to Cash and Payments. Please note, depending on the timing within the monthly sales incentive calendar of when you accept your goal sheet, it may take a few weeks for the final authorization to complete.

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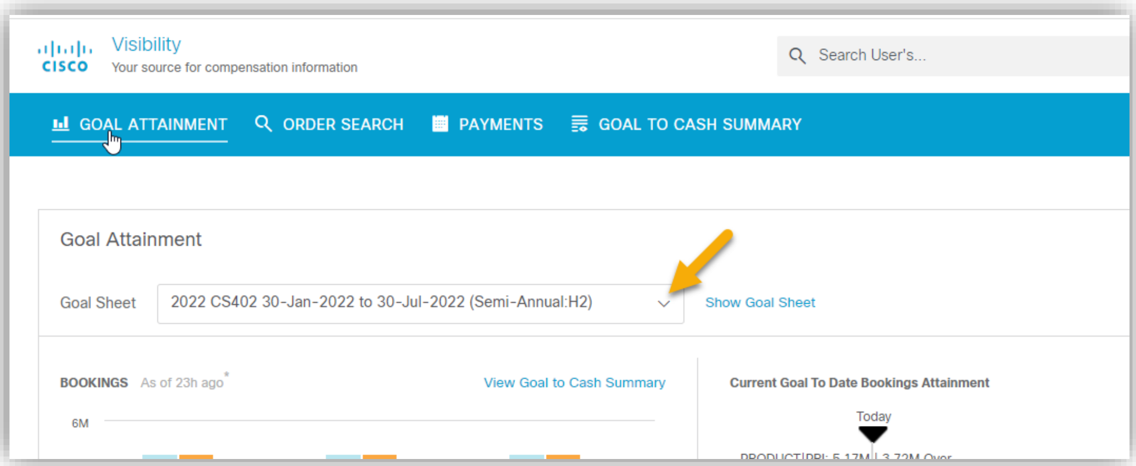
To view a previous goaling period's incentive compensation data, select that prior period's Goal Sheet from the dropdown menu in the top left corner of the Goal Attainment or Goal to Cash screens. In the Payments view, this shows in the Interval dropdown.



Why don't the estimated payments in Goal Attainment or Payments reflect the complete revenue-to-date?

Payment information is based on the open payment in the commission system. If the previous period's payment has not been paid yet, the Next Payment will reflect an "estimated" payment. Pay Sheet and Visibility "lock dates" each month, indicates the cutoff for revenue attainment to count towards your next payment. Prior to the lock date, revenue attainment contributing to the estimated payment calculation will continue to update daily. After the lock date, the revenue numbers for that period will no longer change and any new revenue attainment flowing into Visibility will accumulate towards the next payment period.   To find the Visibility cutoff or "lock dates" for your region, click on the Sales Incentive Calendar in Visibility (located near the other help links at the top right of the screen).

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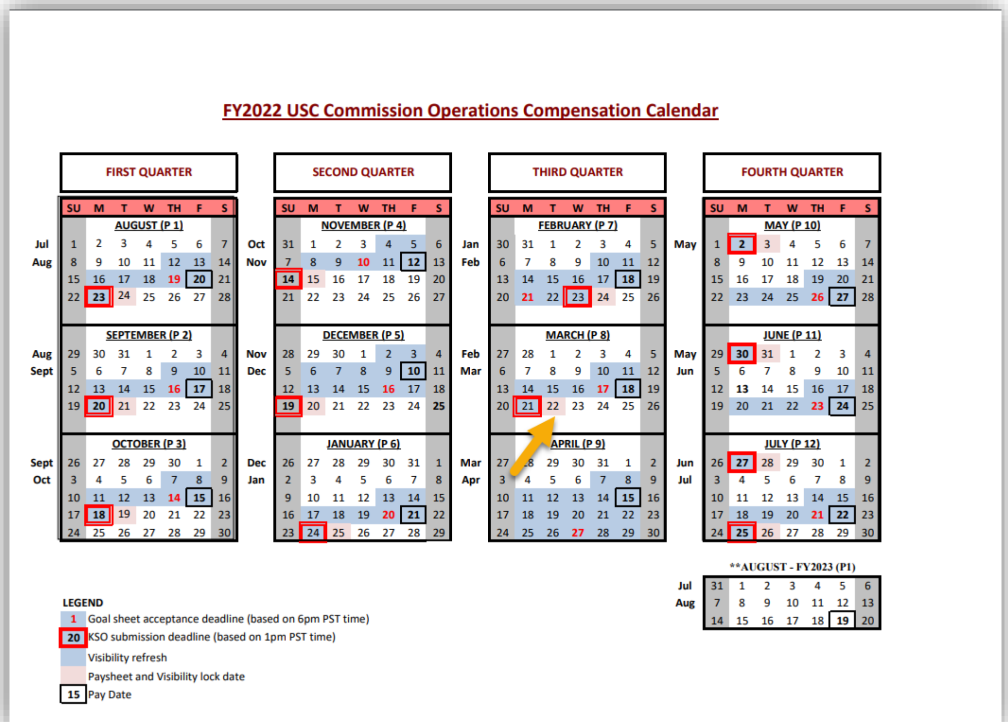
Example Regional Calendar with Visibility Lock Dates



How can I find the transaction details of my bookings, backlog, and revenue?

You can find your complete transactions for each goal sheet in the Goal To Cash Summary page. There you can also view by Node Summary (transactions split into territories) and Allocation Summary (different types of bookings and revenue like Direct, POS, XaaS, etc.)

To view transactions contributing to a particular payment, go to Payments, click the bubble for the desired month on the payments history to change the data in the display, and then you can View Period Transactions for the desired plan element. You can also Export period transactions.

Goal to Cash Summary

How does the Goal to Cash Summary page help me track or understand my revenue attainment and incentives?

The Goal to Cash Summary view provides insight into the transactions credited towards closing your Plan Element (Category) goals. By plan element, you have three ways you can view the transactions:

- View All Transactions – here you see a list of transactions credited to the selected plan element and you can filter by a booking date range or type of transaction (e.g. Direct, POS, XaaS, etc.)
- View Node Summary – to see the list of nodes you are goaled on, this provides a break out of your revenue attainment in a manner that more closely aligns to how you see your bookings in MBR
- View Allocation Summary – to see a breakdown by transaction type (e.g. Direct, POS, Xaas…), or for new performance metrics like iACV and $Renewed, by metric (e.g. New Logo, Expansion (Upsell, Cross-Sell)).

What is the difference between Bookings and Non-Commission Bookings?

Bookings have the potential to become Commissionable Revenue while Non-Commission or "Non-Comm" Bookings do not. This is defined by product ID.

A small percentage of Cisco product ID's are considered non-commissionable. The majority of these items are service related (e.g. training materials – student guides, instructor kits, etc.). Whole Portfolio Agreements (WPAs) are booked as non-commissionable and then manually allocated later.

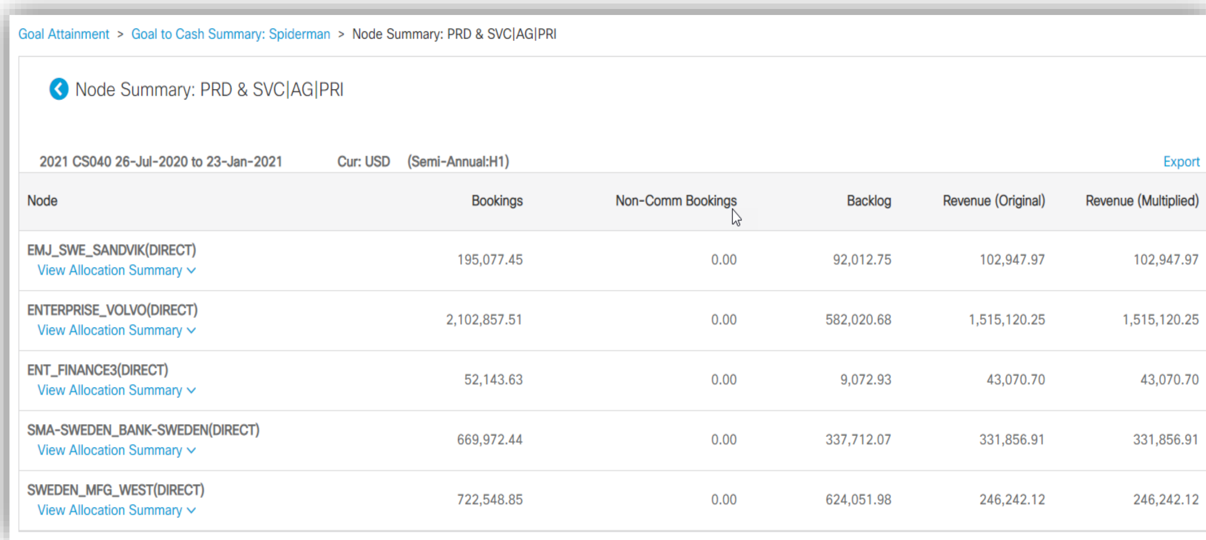
What does Node Summary Mean?

Sales nodes provide an indication of "what" you are selling (e.g. Product, Services, or specific Architectures, etc. Nodes may also indicate "where" or "who" you sell to (e.g. specific Customer Account or Territory). For a given Plan Element in your goal sheet, the Node Summary in Visibility is where you can see the list of Nodes you are goaled on and the breakout of the revenue attainment by node.

Where can I find my Node Summary?

You can find the list of nodes you are goaled on in Goal to Cash Summary which is available from the "quick links" bar on any Visibility view. From there, Click Goal to Cash Summary – Visibility will display the plan elements for your current goal sheet (or a prior year if selected). Then Click View Node Summary to see your Bookings, Backlog and Revenue transaction summary by node for a select plan element.

Example Node Summary



Goal Attainment > Goal to Cash Summary: Spiderman > Node Summary: PRD & SVC|AG|PRI

Node Summary: PRD & SVC|AG|PRI

2021 CS040 26-Jul-2020 to 23-Jan-2021 Cur: USD (Semi-Annual:H1) Export

Node	Bookings	Non-Comm Bookings	Backlog	Revenue (Original)	Revenue (Multiplied)
EMJ_SWE_SANDVIK(DIRECT) View Allocation Summary	195,077.45	0.00	92,012.75	102,947.97	102,947.97
ENTERPRISE_VOLVO(DIRECT) View Allocation Summary	2,102,857.51	0.00	582,020.68	1,515,120.25	1,515,120.25
ENT_FINANCE3(DIRECT) View Allocation Summary	52,143.63	0.00	9,072.93	43,070.70	43,070.70
SMA-SWEDEN_BANK-SWEDEN(DIRECT) View Allocation Summary	669,972.44	0.00	337,712.07	331,856.91	331,856.91
SWEDEN_MFG_WEST(DIRECT) View Allocation Summary	722,548.85	0.00	624,051.98	246,242.12	246,242.12

What does Allocation Summary Mean?

Allocation Summary allows you to see by plan element, the breakdown of transactions contributing to your incentive compensation by transaction type (e.g. Direct, POS, etc.) or metric (e.g. New Logo vs. Expansion) depending on the category (goal content) of a given line (e.g. Product and Services vs. iACV vs. $Renewed, etc.)

Visibility provides Allocation Summary within the Goal to Cash and Payments views. The Allocation Summary within Goal to Cash provides a breakdown of your year-to-date compensation data by transaction or metric type (e.g. Direct, POS, XaaS, etc. or New Logo, Expansion), while the Allocation Summary within Payments shows a breakout by transaction type relevant to a particular pay period (default is the current period.)

Where can I find my Allocation Summary?

To access an Allocation Summary you can click on “Goal to Cash Summary” or “Payments” in the blue “quick links” bar across the top of any Visibility screen. Once there, you can view the allocation breakout for a given plan element by clicking on “View Allocation Summary” to expand or collapse the Allocation Summary table.

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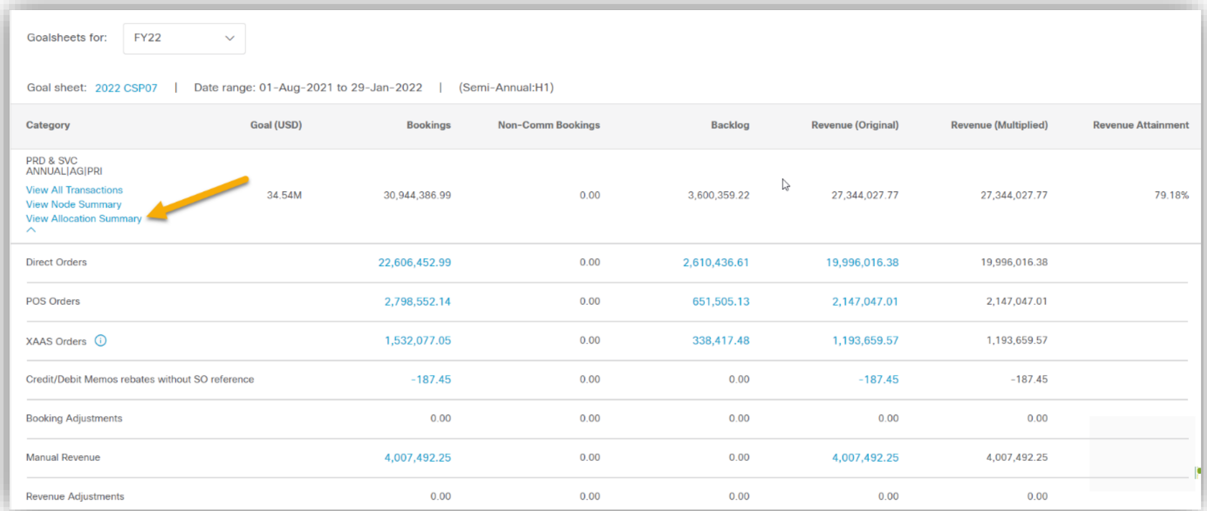
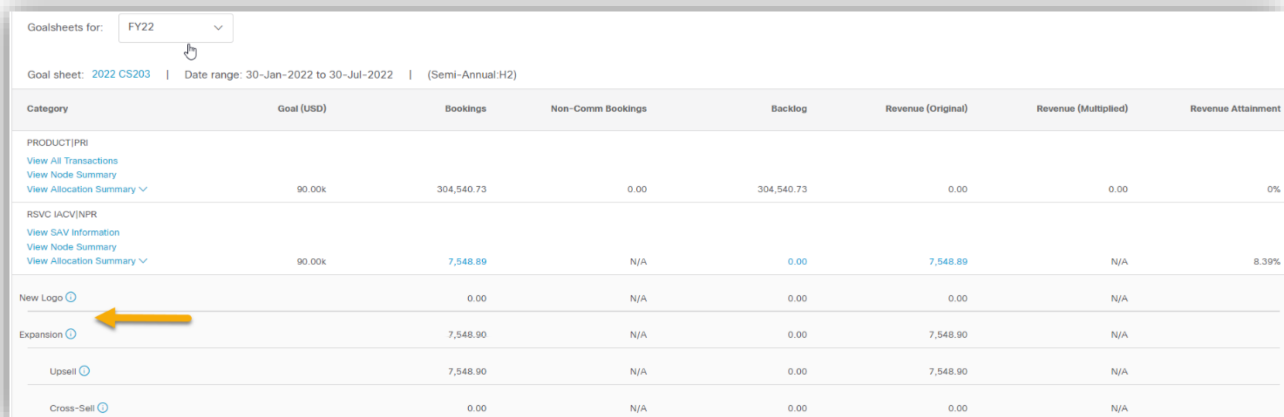
Example Allocation Summary (TCV/ACV plan element)


Goalsheets for: FY22

Goal sheet: 2022 CSP07 | Date range: 01-Aug-2021 to 29-Jan-2022 | (Semi-Annual:H1)

Category	Goal (USD)	Bookings	Non-Comm Bookings	Backlog	Revenue (Original)	Revenue (Multiplied)	Revenue Attainment
PRD & SVC ANNUAL|AG|PRI View All Transactions View Node Summary View Allocation Summary	34.54M	30,944,386.99	0.00	3,600,359.22	27,344,027.77	27,344,027.77	79.18%
Direct Orders		22,606,452.99	0.00	2,610,436.61	19,996,016.38	19,996,016.38	
POS Orders		2,798,552.14	0.00	651,505.13	2,147,047.01	2,147,047.01	
XAAS Orders		1,532,077.05	0.00	338,417.48	1,193,659.57	1,193,659.57	
Credit/Debit Memos rebates without SO reference		-187.45	0.00	0.00	-187.45	-187.45	
Booking Adjustments		0.00	0.00	0.00	0.00	0.00	
Manual Revenue		4,007,492.25	0.00	0.00	4,007,492.25	4,007,492.25	
Revenue Adjustments		0.00	0.00	0.00	0.00	0.00	

Example Allocation Summary (metric plan element)


Goalsheets for: FY22

Goal sheet: 2022 CS203 | Date range: 30-Jan-2022 to 30-Jul-2022 | (Semi-Annual:H2)

Category	Goal (USD)	Bookings	Non-Comm Bookings	Backlog	Revenue (Original)	Revenue (Multiplied)	Revenue Attainment
PRODUCT|PRI View All Transactions View Node Summary View Allocation Summary	90.00k	304,540.73	0.00	304,540.73	0.00	0.00	0%
RSVC IACV|NPR View SAV Information View Node Summary View Allocation Summary	90.00k	7,548.89	N/A	0.00	7,548.89	N/A	8.39%
New Logo		0.00	N/A	0.00	0.00	N/A	
Expansion		7,548.90	N/A	0.00	7,548.90	N/A	
Upsell		7,548.90	N/A	0.00	7,548.90	N/A	
Cross-Sell		0.00	N/A	0.00	0.00	N/A	

Why are the Direct and POS summaries different in Payments vs. Goal to Cash?

DSV business shows under POS in Goal to Cash, and under Direct in Payments. The sum of POS and Direct will be equal in both pages while payments are unlocked. For the monthly Visibility lock dates for your region, click the [Sales Incentive Calendar] at the top of any Visibility screen.

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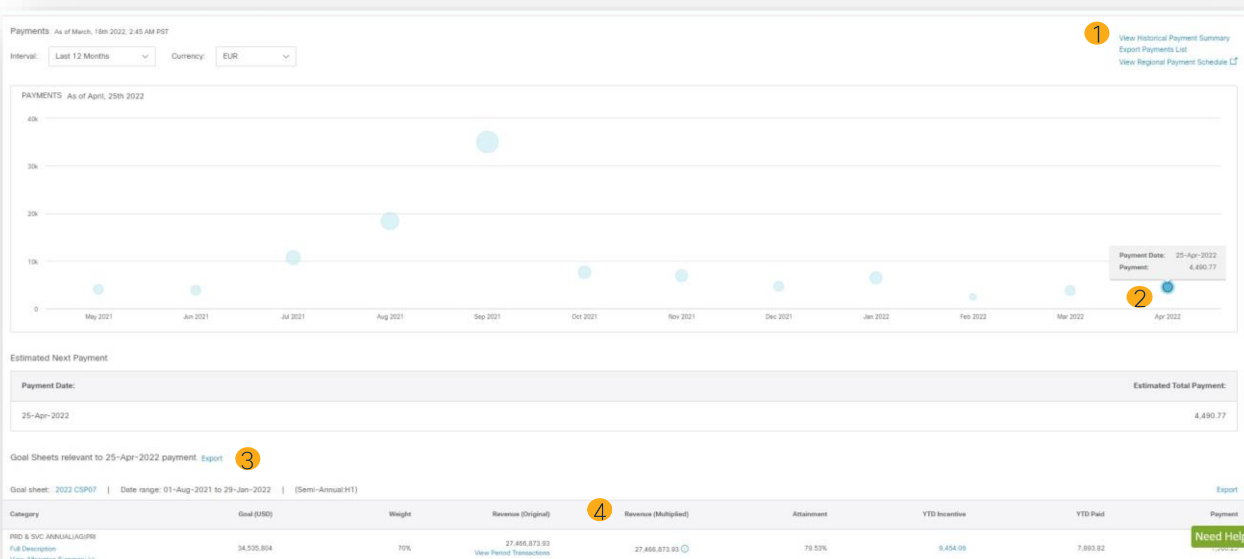
Payments

Payments Summary

To see the details of your incentive compensation payments, click the “View Payments” button on the “Goal Attainment” page or Payments link in the blue menu bar at the top of any screen in Visibility. The Payments “bubble” graph provides an “at a glance” view of your payments. The display defaults to the next payment period when you first enter this view.

1) View Historical Payment Summary link takes you to a tabular view of your payments
2) Hover over a bubble and a summary view of that period’s data is displayed.
3) The table at the bottom of the screen shows goal sheets contributing to the payment for the selected period. Current focus is indicated by the largest bubble in the graph at the top of the screen. If you click on a different bubble in the graph, it changes the focus of the data in the bottom portion of the screen to the payment period selected.
4) Notice no Bookings are displayed in this view. While Cisco goals and retires quota based on Bookings (which are best seen in MBR), Cisco pays incentive compensation based on Revenue attainment

Example Payment Screen



How is incentive pay calculated?

Incentive compensation calculations for your Target Incentive (variable pay) are based on the Quota components (Plan Elements with goals in your goal sheet), each Plan Element’s weight, number of days active in plan (on the current goal sheet) and the year-to-date revenue attainment against your goals.

Calculation details are available in Visibility by clicking the relevant value in the YTD Incentive column on the Visibility Incentive Attainment table at the bottom of the landing page, or in the Payment Details of a particular payment. Note that Active Days reflects the goaling period; the example below shows a Semi-Annual (six month) plan.

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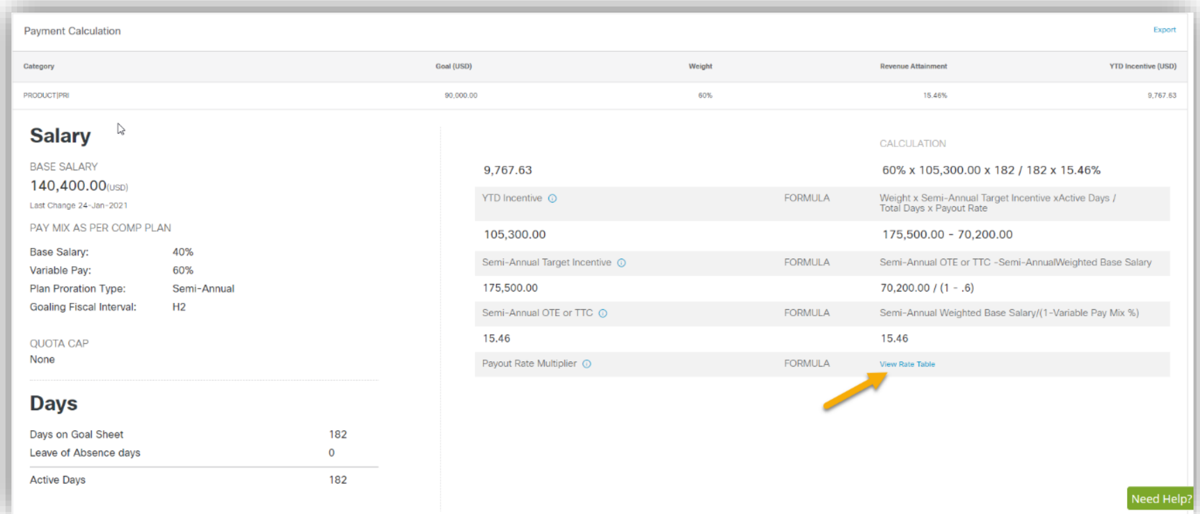
Simple Formula: Plan Element Weight x (Target Incentive x Active Days / Total Days) x Payout Rate %

Watch the [Sales Compensation 101 in 3 Minutes]() video on the [Sales Compensation Hub]() for a simple example with explanation.

Example Payment Calculation (demo data)



Where can I find the acceleration rate tables for my compensation plan?

Rate tables may be found in your Individual Incentive Compensation Plan or IICP, but they also can be found in Visibility when you drill down into the payment calculation for a Quota component. You may need to scroll down to see the link to expand the rate table. (see above screenshot)

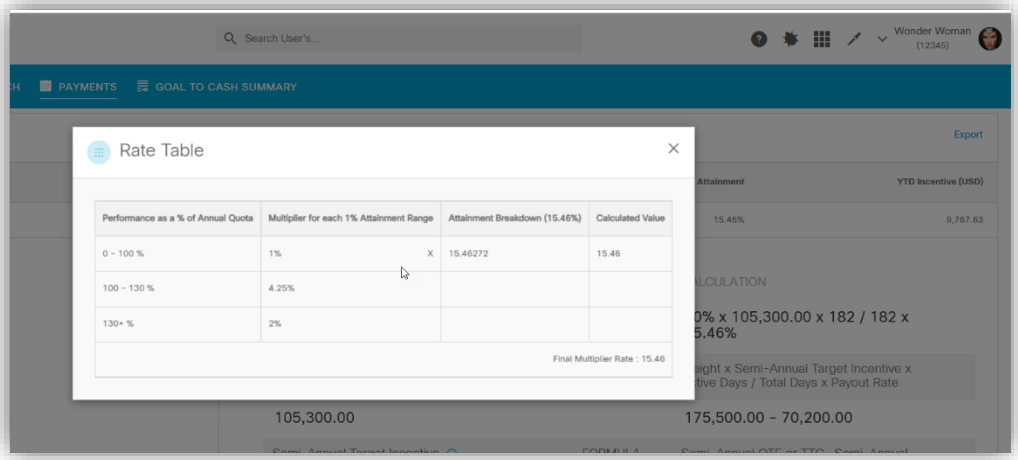
How is the Payout Rate in my incentive pay calculation determined?

The payout rate is determined by your Revenue Attainment and the rate tables for your compensation plan. Rate tables indicate the payout multiplier used for different levels of attainment:

- Cisco plans pay the first 100% of attainment at a straight rate, or a multiplier of 1
- Accelerators (i.e. a higher multiplier) are activated when Revenue Attainment goes above 100%, and pay a higher rate for the next range of attainment (100 to 130% for most plans)
- When attainment goes above the excellence rate (generally above 130%), an accelerator still applies, but usually as a slightly lower rate
- If you have more than one goal/PE on your goal sheet: Achieve 100% on your Primary plan element (i.e. your first and most heavily weighted plan element), to activate accelerators for the primary and any other plan elements

Watch the [Sales Comp Minute - Primary Plan Element Focus]() to learn more about accelerators.

Example Rate Table



What are the different types of Revenue attainment in my compensation payment?

Direct Orders - Cisco ERP orders

POS Orders - Orders sold through a Distributor

XaaS Orders – Includes Software-as-a-Service (SaaS), Infrastructure-as-a-Service (IaaS) and Platform-as-a-Service (PaaS). Click on the down arrow next to a Sales/Web Order number to see expanded information about the associated product and term for that SaaS transaction.

Manual Revenue - Revenue that could not be applied systematically. This may be due to a number of reasons, but generally because there is not (or not yet) a way to automate the appropriate crediting.

Revenue Adjustments - Manual Revenue that has been applied individually rather than to a territory. This shows in Visibility as aggregated sums rather than details. Sales Incentive Ops (SIOS) can provide these details to you if requested. Go to the Customer Service Hub and search on Commissions to get to the links to open a Commission Inquiry case.

Why didn't I receive any incentive compensation pay this period when my bookings achievements were greater than 100%?

Cisco pays incentive compensation based on Revenue Attainment, not Bookings. Orders booked in a fiscal period will be recognized for incentive compensation payment when the Bookings become Revenue. Examples of when revenue attainment happens includes when product ships, the customer is invoiced for software, or a service contract starts. Use the Bookings to Backlog graph and drill down to see an aged view of when your bookings are expected to become revenue (and therefore, contribute to revenue attainment for given period).

When I search for an order, why is it not returning any results?

Business can take a few days to make it to Visibility so it may just be timing. Alternatively, you may not be eligible for the order based on your goal sheet. You can refer to Cisco Commerce Workspace (CCW) to confirm the Sales Agent and Territory that ERP orders are assigned. If you feel you should have received credit for the order you can claim it through the Global Claiming Tool (GCT).

What is a Recoverable Plan Element Adjustment, ICC Adjustment, or a Non Recoverable Plan Element Adjustment?

Payment adjustments increase or reduce the total payment in a period. Non Recoverable Plan Element Adjustments and ICC do not show up as recoverable balances, whereas Recoverable Plan Element Adjustments do. However, a Non Recoverable Adjustment does not mean the adjustment amount is not owed to Cisco or to the seller; it simply means any recovery will need to be entered as another Non Recoverable Adjustment instead of happening automatically. Click on the" View latest adjustment details" to see the reason for the adjustment.

Draws

What is a Draw?

A draw guarantees a minimum amount of commission will be paid to a seller. There are 2 types of draws: MIP and Recoverable Draw. These are offered at a seller's manager's discretion if the seller is on a draw-eligible compensation plan.

MIP (Minimum Incentive Payment) – New-hires and newly-commissionable employees may receive MIPs on eligible compensation plans. MIPs are non-recoverable (i.e. not paid back) and pay the minimum incentive payment or actual earned incentive compensation, whichever is greater, each month for a maximum of 3 months. In Visibility, a MIP appears as a separate adjustment line "Minimum Incentive Payment" in the payment details section within "Payments" for the relevant pay periods.

Recoverable Draw – This draw guarantees a minimum monthly payment for a maximum of 3 months. The advance is recovered from the employee's current incentive compensation for the duration of 3 months and will continue to offset against future earnings until the balance is fully recovered by Cisco. Draw balances are recoverable against Target Incentive (i.e. the variable portion of your sales incentive compensation) and any bonuses earned until the balance is paid off. In Visibility, a Draw shows as an ICC Adjustment line in the payment details for the relevant periods.

Refer to the 2H FY22 Worldwide General Terms & Conditions for further details on Cisco compensation policies governing your incentive plan.

Can I cancel my Draw?

Yes, you may request cancelation of your MIP or Draw by submitting a Commission case by clicking Report Issue in Visibility or by going to the Customer Service Hub.

Multi Year (MY) Payout Uplift for Annual (ACV) Services

What is the Multi Year Payout Uplift?

For individuals goaled on Annual (ACV) or iACV Services, they are eligible for the Multi Year (MY) Payout Uplift.

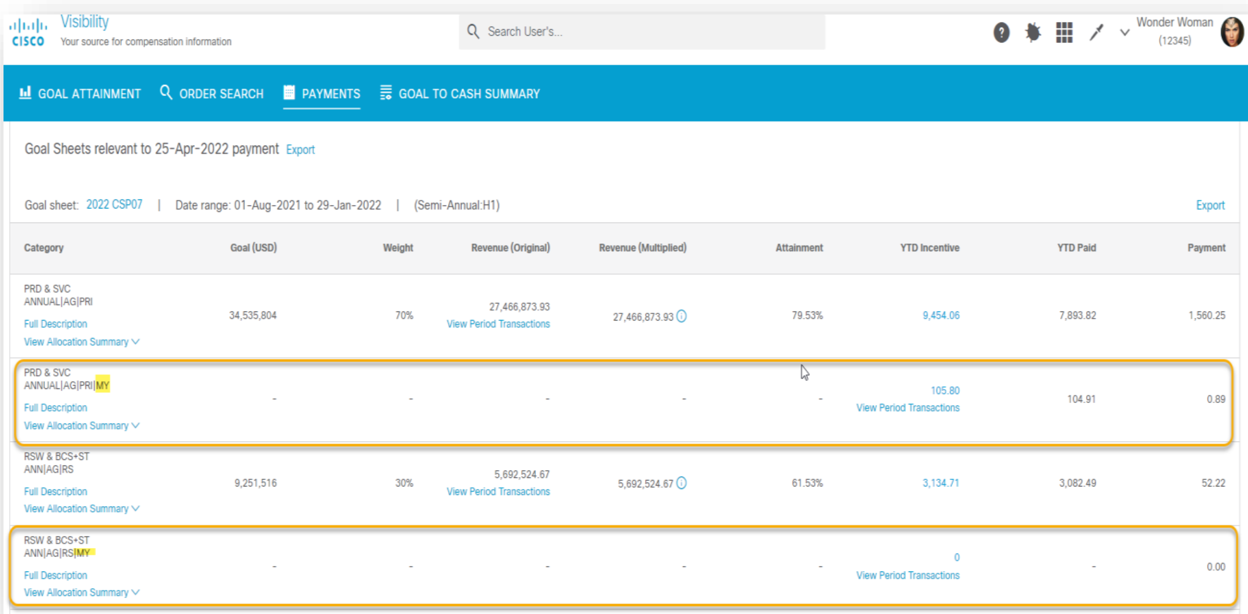
This MY uplift increases the unaccelerated **payment** amount by a factor, which increases for increasing number of years in a services contract.

For this MY program, Visibility will determine the unaccelerated payout for the applicable line and then apply the appropriate factor to calculate what the uplift should be. Please visit FY22 Multi-Year Services Uplift on SalesConnect for further details on compensation treatment for multi-year subscriptions.

Where can I find the Multi Year Payout Uplift in Visibility?

The uplift payout is an automated calculation and displays in its own line under the related goal line (ACV or iACV) line in the Incentive Attainment part of the Goal Attainment (landing page), or within Payments. (Note: Prior to FY21, the MY Payout Uplift was a manual calculation and appeared for persons goaled on ANNUAL (ACV) as entries within the SPIFF line when earned.)

Multi-Year Payout Uplift Lines Example in Payments (demo data)

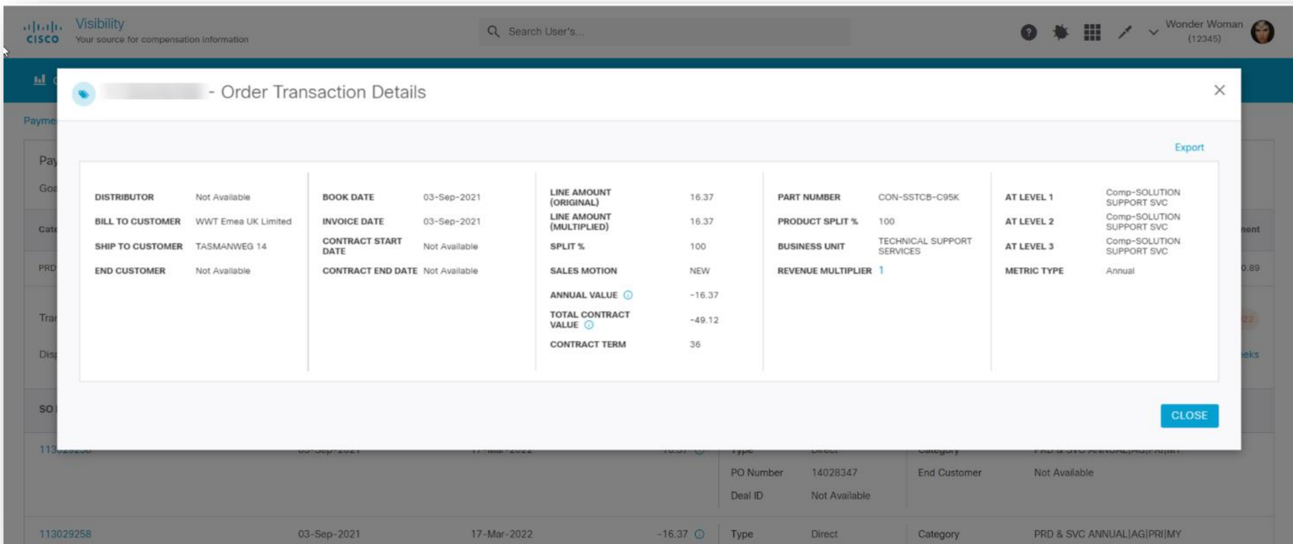


How can I see the MY Payout earned for a particular deal?

There are many ways to get to the transaction detail. You can use Order Search if you know the order # or deal id and then then drill down to the transaction detail level. You can drill down on "View Period Transactions" in a MY line to get to the transaction detail.

Visibility FAQ

MY Payout Uplift Transaction Detail Drill Down (demo data)



General

Where can I view the Goal Sheet and plan documents I accepted?

Your Individual Incentive Compensation Plan (IICP) document as well as the Worldwide Sales Terms & Conditions in the Documents are included in the .pdf you received in your “Click to Accept” document when accepting your Goal Sheet. You may also find these documents in the tab of your goal sheet in OIC. Links to the Sales Terms and Conditions are also available in the Compensation Governance page of the Sales Compensation Hub on SalesConnect.

When do I get paid my Incentive Compensation, KSO’s, SPIFF’s?

Cisco pays out incentive compensation once per fiscal period (usually monthly), in arrears. The specific dates vary depending on your region or country.   You can see these dates in the Sales Compensation Calendar link in Visibility or consult your local payroll website for these dates.

Most KSOs are paid quarterly and the timing of the KSO payout is dependent upon your manager completing the KSO process by assessing your performance AND submitting the results for payout in a timely manner.

Your manager receives a notification when the assessment window opens in the KSO or Hybrid KSO Tool. Your manager can assess and submit the results any time after this date. If the KSOs have been structured in such a way that the manager must wait until the end of the quarter your manager is advised to assess and submit the results immediately after the quarter has ended so as not to delay the payout to the employee.

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What is the definition of Target Incentive?

Cisco refers to the variable portion of a sales individual's pay as Target Incentive (TI). Target incentive is earned when all plan components have been met 100%.

Target Incentive is typically made up of two types of components; Quota components and Strategic components. Quota components are based on sales performance or achievement of one or more revenue goals. A Strategic component, is based on Key Sales Objectives (KSOs) that should be achieved over a given period of time.

Depending upon the sales role, the associated sales plan will have either one or both of these plan components.

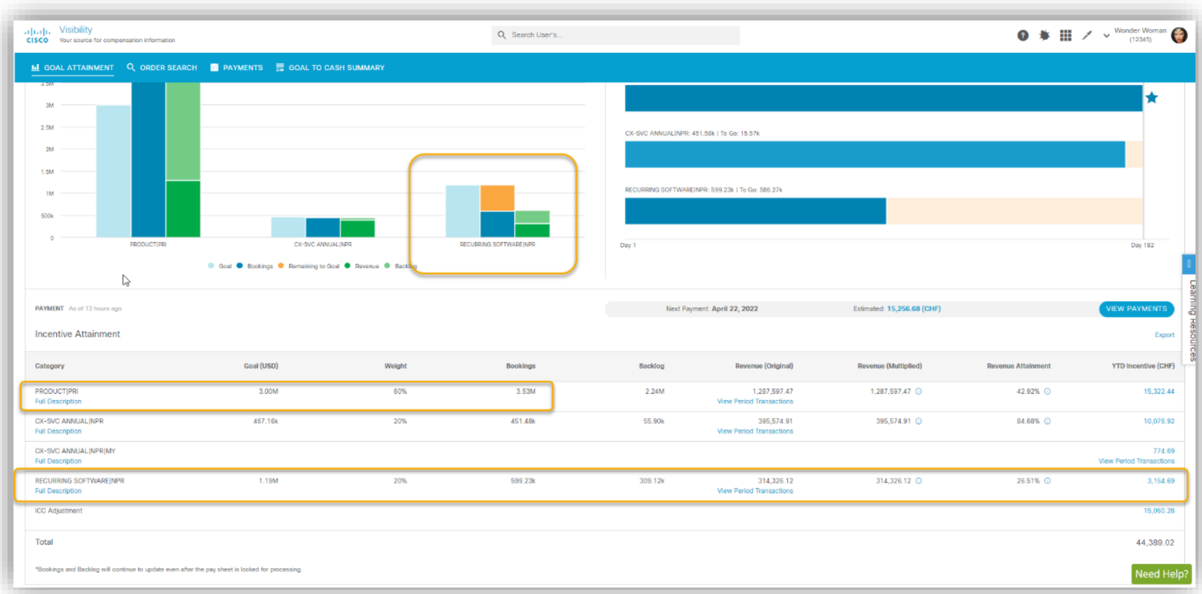
For more information, please refer to your Individual Incentive Compensation Plan (IICP) which may be found after the Goal Sheet details in your "Click to Accept" goal sheet or under the Documents tab in OIC. You can access you goal sheet in OIC by clicking the links in Visibility on the landing page (by the goal sheet drop down) or in Payments in the lower portion of the screen.

Recurring Software (RSW) *(1H FY22 and earlier goal sheets)*

Where can I go to understand my RSW compensation and goal?

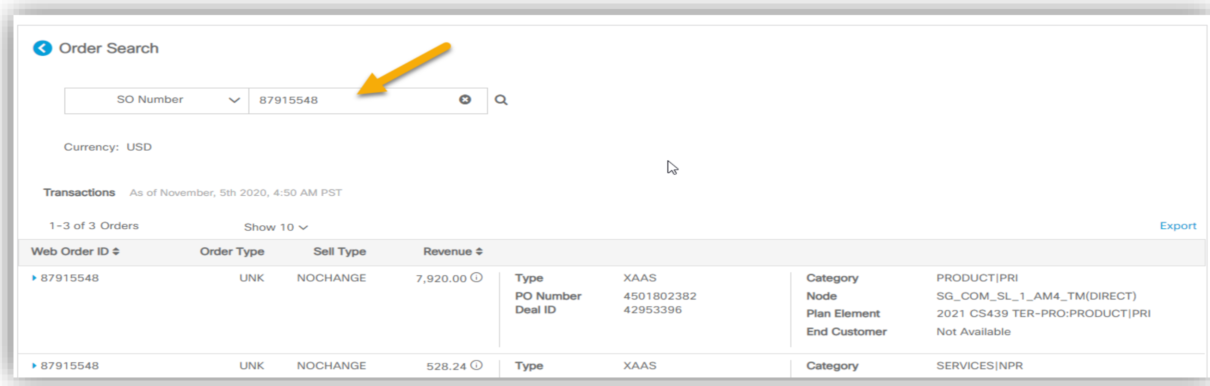
Most people carry RSW as a 20 or 30% weighted discrete plan element within their compensation plan. In Visibility, this will appear as a separate line item with an RSW category for that plan element. The example below is from the Visibility Goal Attainment landing page.

Example Incentive Attainment *(demo data)*



Standalone software deals do not have an SO# associated with them. How does it get tracked in Visibility?

Within Visibility Order Search, you can look up a software deal if you have the Web Order ID (8 digit order number starting with the number 8). Simply use the Sales Order (SO#) search field. Alternatively, you can also search for your software deals via the Deal ID. (Example below)



Is all software qualified under Recurring Software?

No. For example, Perpetual no longer counts for RSW. See [Recurring Software] under the Sales Compensation Hub on Sales Connect and the [Recurring Software - PID Tool] for more details.

Visibility FAQ

Revenue Multiplier *(Applicable to FY21 only)*

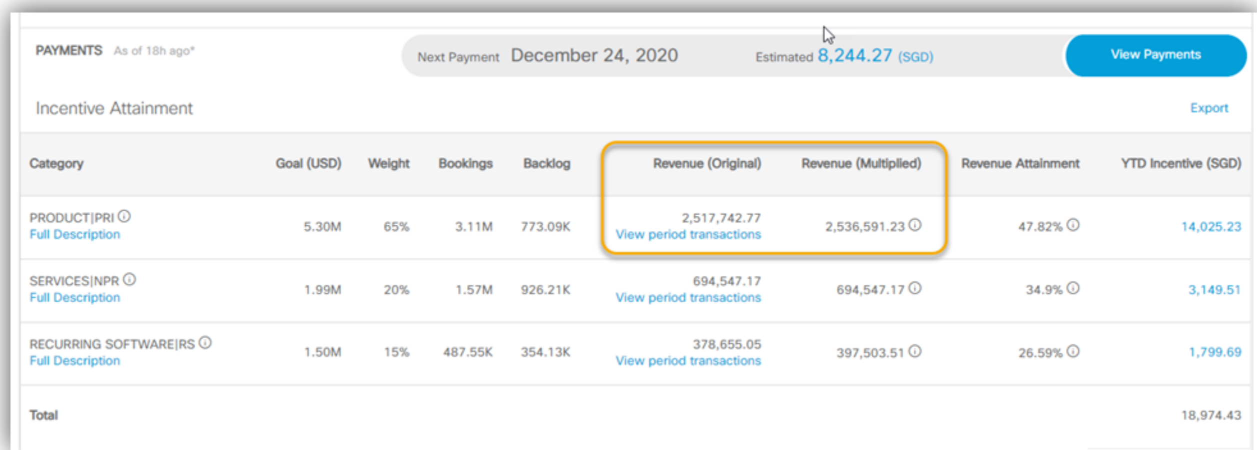
What is the Revenue Multiplier auxiliary program?

For FY21 Cisco introduced a new auxiliary program called the Revenue Multiplier to bring focus to a defined set of products including some SaaS. For eligible compensation plans, Revenue Multiplier increases commissionable revenue for eligible products by 50%. This translates to increased earnings and faster access to over goal accelerators. For details on eligible roles and products, please refer to the Revenue Multiplier Infographic and more in the FY21 Sales Compensation briefcase under the Sales Compensation Essentials page on the Sales Compensation Hub. Please note this program did NOT get extended for FY22.

Where can I see my Revenue Multiplier results in Visibility?

All the major views in Visibility now contain a column called “Revenue (Multiplied)” (i.e. Incentive Attainment portion of the landing page, Payments, Goal to Cash Summary, Order Search results). You can tell that you have earned the Revenue Multiplier when the value in the Revenue (Multiplied) column is larger than the Revenue column. This means you have transactions that contained eligible products withing that line.

Example Revenue Multiplier in Visibility (demo data)


PAYMENTS As of 18h ago* | Next Payment December 24, 2020 | Estimated 8,244.27 (SGD) | View Payments

Incentive Attainment | Export

Category	Goal (USD)	Weight	Bookings	Backlog	Revenue (Original)	Revenue (Multiplied)	Revenue Attainment	YTD Incentive (SGD)
PRODUCT|PRI Full Description	5.30M	65%	3.11M	773.09K	2,517,742.77 View period transactions	2,536,591.23	47.82%	14,025.23
SERVICES|NPR Full Description	1.99M	20%	1.57M	926.21K	694,547.17 View period transactions	694,547.17	34.9%	3,149.51
RECURRING SOFTWARE|RS Full Description	1.50M	15%	487.55K	354.13K	378,655.05 View period transactions	397,503.51	26.59%	1,799.69
Total								18,974.43

What does it mean when my Revenue and Revenue Multiplied have the same value?

This means that the incentive summary or transaction detail for a given order did not contain eligible products that would earn the revenue multiplier. This could also mean you are not in an eligible role for the Revenue Multiplier auxiliary program. Also, because the Revenue Multiplier program was introduced in FY21, these two columns will always carry the same values in any prior year goal sheets.

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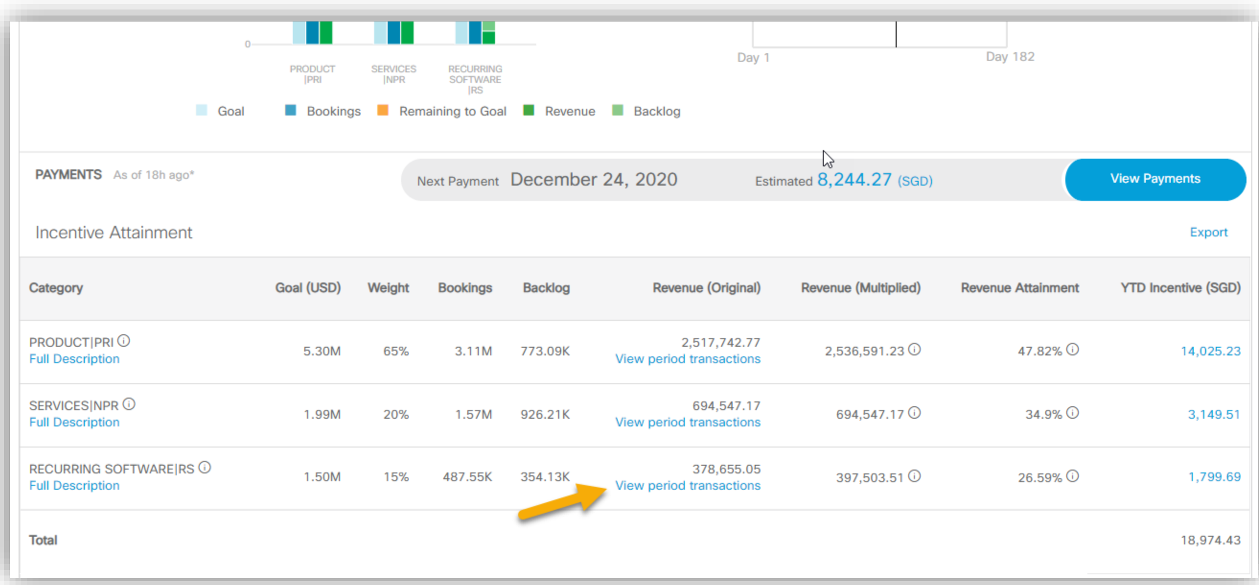
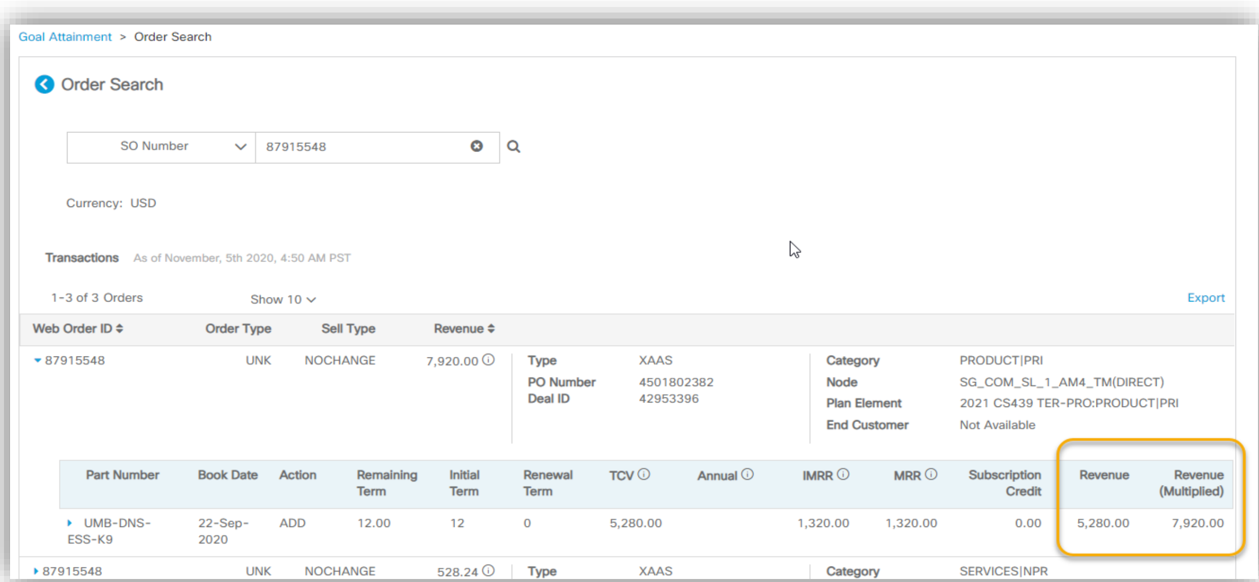
How can I see the amount my revenue increased due to the Revenue Multiplier for a given transaction?

There are many ways to get to the transaction detail. You can use Order Search if you know the order # or deal id and then then drill down to the transaction detail level. You can also drill down from "View Period Transactions" or the Revenue link on a line where you can see there is Revenue Multiplied (i.e. value in that column is higher than the related Revenue column). You would then drill down to see the transaction detail. XaaS transactions are likely candidates since these are primarily software orders.

Revenue Multiplied starting from "View period transactions" (demo data)



Revenue Multiplied Detail via Order Search (demo data)



Visibility FAQ

Revenue Multiplied Detail via Goal To Cash Summary and Revenue link drill down (demo data)