1. Sleep EQ:

- Track should have earned bonus at least once in the rolling 3 months, or else the entire track will not eligible for the incentives

Eligibility:

- Any disciplinary action will disqualify the agent
- Any Valid escalation will disqualify the agent.
- Employee should meet the minimum efficiency target – Combined parameters for productivity should have the banding of >=3.5 (each productivity banding multiplied by the assigned weightage; sum should be >=3.5)
- Amount for incentive should be based on the final scorecard banding achieved
- Average conclude target may change if the volume is under delivered. Banding intervals will be updated as necessary
- Average conclude calculation = all concludes / # of business days as per client forecast for the month. Planned and unplanned leaves will not be discounted from the total production days
- **Track** has to meet Request CC capture >=58% and Required CC capture >=90%

Queues	Average Concludes
Fax	23
Phone	26
Authorization	15
Escalation	15

- OTC calculation is only based on dedicated queues of the track
- OTC % on dedicated queues should be >=95%
- For agents transferred from different tracks (<90 days in the production floor): If the agent **meets >=3.5 banding on combined parameters of productivity AND reached band 3 tenured average concludes, agent will be qualified for incentive**
- Employee should meet the Quality targets for all critical parameters. Below are the Quality targets:

Parameters*	Targets
Business Critical >=	90.0%
End-user Critical >=	95.0%
Compliance Critical >=	99.5%

* If no scores are available for the said performance evaluation period, the employee shall be considered as having met the scores as mentioned above

- **Payout Calculation**: Below are the AES parameters along with the weightages:

Band	Payout 1
>=3 - <4	PHP 1000
>=4 - <5	PHP 2500
>=5	PHP 4000

Agent - Sleep EQ (phone queue)

| Banding | Quality 30% | | | Productivity 45% | | | Behavior 15% | Compliance 10% | |
| | BC | EUC | CC | Ave. Concludes | Complete % | OTC | Unplanned | WPU (adherence) | LMS (adherence) |
	30%	30%	40%	30%	30%	40%	100%	50%	50%
5	100%	100%	99.50%	>30	>71%	>98%	0%	100%	100%
4	95%-99.99%	98%-99.99%		29 - 30	69% - 71%	97% - 98%	0.01%-4.99%		
3	90%-94.99%	95%-97.99%		26 - 28	65% - 68%	95% - 96%	5%	75.00-99.99%	75.00-99.99%
2	85%-89.99%	90%-94.99%		23-25	60% - 64%		5.01%-9.99%		
1	<85%	<90%	<99.5%	<23	<60%	<95%	>=10%	<75.00%	<75.00%

Agent - Sleep EQ (fax queue)

| Banding | Quality 30% | | | Productivity 45% | | | Behavior 15% | Compliance 10% | |
| | BC | EUC | CC | Ave. Concludes | Complete % | OTC | Unplanned | WPU (adherence) | LMS (adherence) |
	30%	30%	40%	30%	30%	40%	100%	50%	50%
5	100%	100%	99.50%	>25.8	>45%	>98%	0%	100%	100%
4	95%-99.99%	98%-99.99%		24.9 - 25.8	43% - 45%	97% - 98%	0.01%-4.99%		
3	90%-94.99%	95%-97.99%		22.8 - 24.8	40% - 42%	95% - 96%	5%	75.00-99.99%	75.00-99.99%
2	85%-89.99%	90%-94.99%		21 - 22.7	37% - 39%		5.01%-9.99%		
1	<85%	<90%	<99.5%	<21	<37%	<95%	>10%	<75.00%	<75.00%

Agent - Sleep EQ (AUTH queue)

| Banding | Quality 30% | | | Productivity 45% | | | Behavior 15% | Compliance 10% | |
| | BC | EUC | CC | Ave. Concludes | Complete % | OTC | Unplanned | WPU (adherence) | LMS (adherence) |
	30%	30%	40%	30%	30%	40%	100%	50%	50%
5	100%	100%	99.50%	>20	>60%	>98%	0%	100%	100%
4	95%-99.99%	98%-99.99%		18 - 20	58% - 60%	97% - 98%	0.01%-4.99%		
3	90%-94.99%	95%-97.99%		15 - 17	55% - 57%	95% - 96%	5%	75.00-99.99%	75.00-99.99%
2	85%-89.99%	90%-94.99%		12 - 14	53% - 54%		5.01%-9.99%		
1	<85%	<90%	<99.5%	<12	<53%	<95%	>=10%	<75.00%	<75.00%

Agent - Sleep EQ ESCALATION and SME

| Banding | Quality 30% | | | Productivity 45% | | Behavior 15% | Compliance 10% | |
| | BC | EUC | CC | Ave. Prod | OTC | Unplanned | WPU (adherence) | LMS (adherence) |
	30%	30%	40%	50%	50%	100%	50%	50%
5	100%	100%	99.50%	>19	>98%	0%	100%	100%
4	95%-99.99%	98%-99.99%		18 - 19	97% - 98%	0.01%-4.99%		
3	90%-94.99%	95%-97.99%		15 - 17	95% - 96%	5%	75.00-99.99%	75.00-99.99%
2	85%-89.99%	90%-94.99%		13 -14		5.01%-9.99%		
1	<85%	<90%	<99.5%	<13	<95%	>=10%	<75.00%	<75.00%

Banding	Quality 30%			Productivity 45%			Behavior 15%	Compliance 10%	
	BC 30%	EUC 30%	CC 40%	Ave. Concludes 30%	Complete % 30%	OTC 40%	Unplanned 100%	WPU (adherence) 50%	LMS (adherence) 50%
5	100%	100%	99.50%	>17	>45%	>98%	0%	100%	100%
4	95%-99.99%	98%-99.99%		15-17	43% - 45%	97% - 98%	0.01%-4.99%		
3	90%-94.99%	95%-97.99%		12 - 14	40% - 42%	95% - 96%	5%	75.00-99.99%	75.00-99.99%
2	85%-89.99%	90%-94.99%		10 - 11	37% - 39%		5.01%-9.99%		
1	<85%	<90%	<99.5%	<10	<37%	<95%	>=10%	<75.00%	<75.00%

The table above is titled **Glidepath**.

Target will change if actual delivery is below forecast

Multiplier:

Overall Shrinkage	% Pay out
0 – 1%	120%
1.01% - 5%	110%