

1. PPMC IB L1:

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

Eligible:

- Minimum daily average of 6.23 productive hours (total productive hours / present days.) Exemptions for valid cases such as cross-skilling, upskilling, productive pull outs should be manager approved. If agent does BPM work, his hours in BPM should also be added. (*Productive hours is avail + wrap + hold + talk time + outbound aux.*)
- No disciplinary action
- No valid escalation. Validity is to be determined by the manager.
- AHT should be 500 seconds or lower (L1 calls only)
- Transfer rate should not be more than 3%
- No Compliance Critical error – SLA, NSLA, MIP
- QA should meet basic goals below.

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 quality criticality targets*

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

QA Table	EUC	BC	Amount	Scenario
Tier 1	100%	100%	4000	Both EUC and BC are 100%
Tier 2	98% / 100%	95% / 100%	2500	Both EUC and BC are either equal to or greater than bonus goal (98% -95% respectively)
Tier 3	95%	90%	1000	Both EUC and BC are meeting the threshold target

Multipliers and Dampeners

Collections Per Call	Payout
> = \$20	110%
\$18 - \$19.99	105%

- Computed as total collections / calls handled

Overall Shrinkage	% Pay out
0 - 1%	120%
1.01% - 5%	110%
5.01% - 10%	100%
10.01% - 15%	80%
> 15%	Not eligible for incentive

- Overall shrinkage is total UPL, PL and tardiness

Daily Ave Calls Target	% Payout
> 40	110%
34-40	100%
28-33	80%
22-27	70%
< 22	Not eligible for incentive

- *Daily average is computed as total L1 and L2 calls handled / days present. Exemptions apply if the agent had valid pull outs. This is for manager approval.*
- *If delivery is lower than forecast, target will change proportionately to the delivery%.*
- *Goals are subject to change since Nov and Dec volume aren't locked yet*
- Agents who are <90 days in the production floor may qualify if they have an average productivity of at least 22 calls per day AND glide path goal is met.
- The glide path goal depends on how many weeks the agent has spent in production by end of the month.

1 Week	2 Weeks	3 Weeks	4 Weeks	5 Weeks	6 Weeks	7 Weeks	8 Weeks
848	814	783	753	726	700	677	655

**AHT in seconds*

- *If agent does BPM work, his BPM work will be converted to an IB L1 call with conversion below:*

1 BPM	0.50 L1 call
1 ANR	2.50 L1 calls
1 PM	5.40 L1 calls

2. PPMC IB L2

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

Eligible:

- Minimum daily average of 6.23 productive hours (productive hours / present days.) Exemptions for valid cases such as cross-skilling, upskilling, productive pull outs should be manager approved. If agent does BPM work, his hours in BPM should also be added. (*Productive hours is avail + wrap + hold + talk time + outbound aux.*)
- No disciplinary action
- No valid escalation. Validity is to be determined by the manager.
- AHT should be 700 seconds or lower (L1 and L2 calls combined)
- Transfer rate should not be more than 3%
- No Compliance Critical error – SLA, NSLA, MIP
- QA should meet below.

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 quality criticality targets

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

QA Table	EUC	BC	Amount	Scenario
Tier 1	100%	100%	4000	Both EUC and BC are 100%
Tier 2	98% / 100%	95% / 100%	2500	Both EUC and BC are either equal to or greater than bonus goal (98% -95% respectively)
Tier 3	95%	90%	1000	Both EUC and BC are meeting the threshold target

Multipliers and Dampeners

Collections Per Call	Payout
> = \$14	110%
\$12 - 13.99	105%

- Computed as total collections / calls handled

Overall Shrinkage	% Pay out
0 - 1%	120%
1.01% - 5%	110%
5.01% - 10%	100%
10.01% - 15%	80%
> 15%	Not eligible for incentive

- Overall shrinkage is total UPL, PL and tardiness

Daily Ave Calls Target	% Payout
> 28	110%
26 – 28	100%
24 – 26	90%
22 – 24	80%
< 22	Not eligible for incentive

- Daily average is computed as total L1 and L2 calls handled / days present. Exemptions apply if the agent had valid pull outs. This is for manager approval.
- If delivery is lower than forecast, target will change proportionately to the delivery%.
- Goals are subject to change since Nov and Dec volume aren't locked yet
- Agents who are <90 days in the production floor may qualify if they have an average productivity of at least 22 calls per day AND glide path goal is met.
- The glide path goal depends on how many weeks the agent has spent in production by end of the month.

1 Week	2 Weeks	3 Weeks	4 Weeks	5 Weeks	6 Weeks	7 Weeks	8 Weeks	9 Weeks	10 Weeks
880	865	850	835	820	790	760	736	718	706

*AHT in seconds

- If agent does BPM work, his BPM work will be converted to an IB L2 call

1 BPM	0.40 L2 call
1 ANR	1.80 L2 calls
1 PM	3.90 L2 calls

3. PPMC BPM/PM/ANR:

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

▪ Eligible:

- Minimum daily average of 6.23 productive hours (productive hours / present days.) Exemptions for valid cases such as cross-skilling, upskilling, productive pull outs should be manager approved.
- No disciplinary action
- No valid escalation. Validity is to be determined by the manager.
- 48-hour on-time completion should at least be 95% (BPM and PM) and 70% (ANR)
- No Compliance Critical error – SLA, NSLA, MIP
- QA should meet below:

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 quality criticality targets*

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

QA Table	EUC	BC	Amount	Scenario
Tier 1	100%	100%	4000	Both EUC and BC are 100%
Tier 2	98% / 100%	95% / 100%	2500	Both EUC and BC are either equal to or greater than bonus goal (98% -95% respectively)
Tier 3	95%	90%	1000	Both EUC and BC are meeting the threshold target

Multipliers and Dampeners

Productivity	Payout
> = 180%	110%
150%	105%
120%	100%
100%	80%
< 100%	Not eligible for incentive

- Productivity% is computed similarly as the JAS scorecard productivity formula where BPM and ANR are converted to PM.

Overall Shrinkage	% Pay out
0 - 1%	120%
1.01% - 5%	110%
5.01% - 10%	100%
10.01% - 15%	80%
> 15%	Not eligible for incentive

- Overall shrinkage is total UPL, PL and tardiness
- If delivery is lower than forecast, target will change proportionately to the delivery%
- Goals are subject to change since Nov and Dec volume aren't locked yet
- Agents who are <90 days in the production floor may qualify if they meet the following:
 - A score of 3 on the tenured scorecard.
 - A TPH based on the glide path below, depending on how many weeks they have been in production by the end of the month

Week1	Week2	Week3	Week4	Week5	Week6	Week7	Week8	Week9	Week10
0.68	0.70	0.73	0.75	0.77	0.83	0.89	0.96	1.03	1.08

*This is after converting BPM and ANR to PM.