Activity: Pictionary

Instructions:

- Split into 2 groups.
- One group draws a concept while the other guesses in 1 minute.
- The drawing group can use their assigned PDF for visual ideas.
- The guessing group summarizes the concept in one sentence after each round.
- Alternate between groups until all concepts are covered

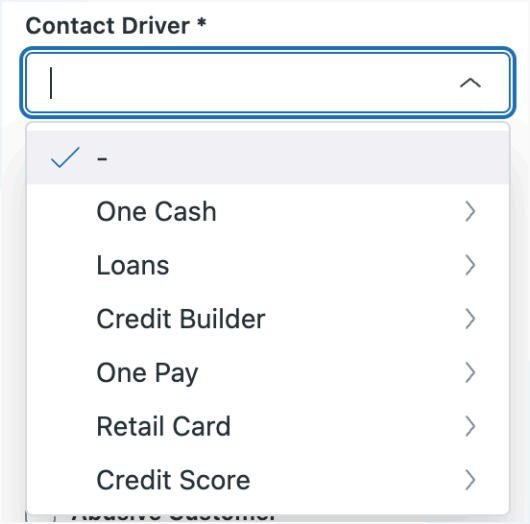


Concept #1

Separate Scorecards to be prepared for all LOBs and Levels based on following calculation					
	Metric Type	KPI	Benchmark/Target	KPI Specific Weightage	Metric Type Weightage
Scorecard Parameters	Efficiency Metrics	Calabrio Adherence	90%	20	30
		Occupancy	80%	20	
		Avg Break	00:30:00	10	
		Avg Lunch	00:45:00	10	
		CPH	5	20	
		Avg Productive hours(including downtime)	08:45:00	20	
	Hygiene Metrics	Productive Hours CI(benchmark is the target)	9	15	20
		AHT CI(benchmark is the target)	8	15	
		Calabrio shift start time adherence	90%	20	
		Missed Contact %	4%	20	
		Hold %age	2%	15	
		Break Compliance	13%	15	
	Satisfaction Metrics	CSAT	75%	35	50
		Quality	95%	40	
		Phone AHT(weightage to shift to chat channel if handled share <15% of overall productivity)	420	12.5	
		Chat AHT Phone AHT(weightage to shift to phone channel if handled share <15% of overall productivity)	660	12.5	

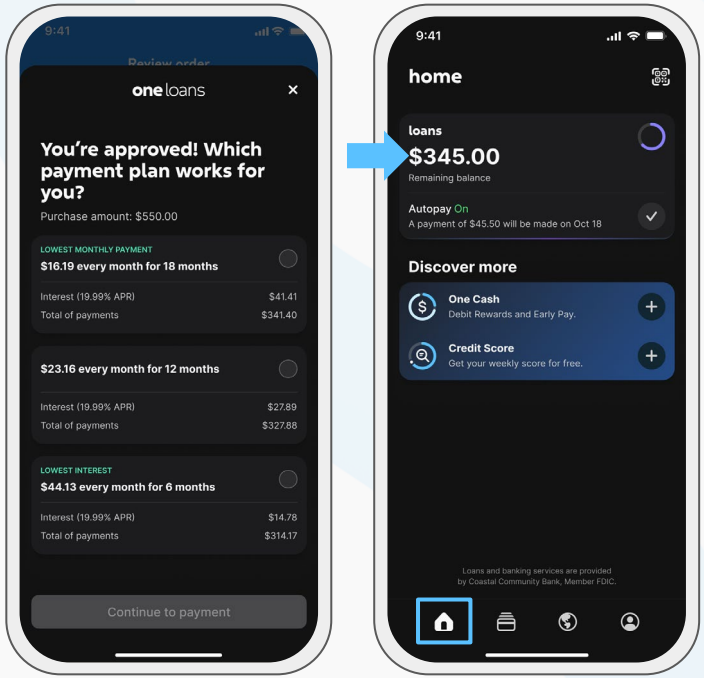
Specialist Scorecard

Concept #2



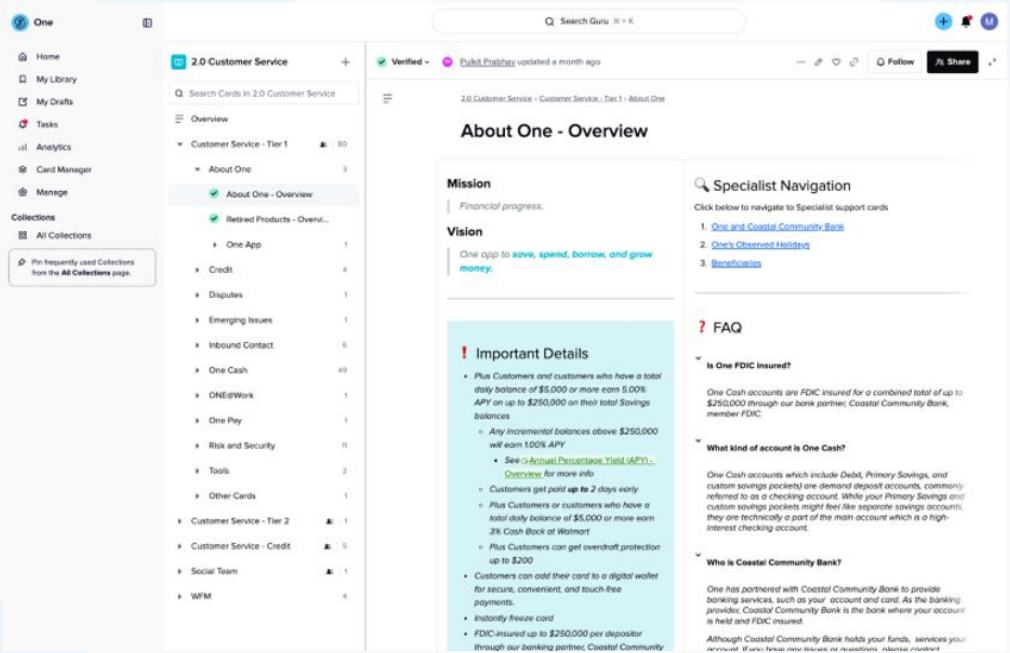
Contact Drivers

Concept #3



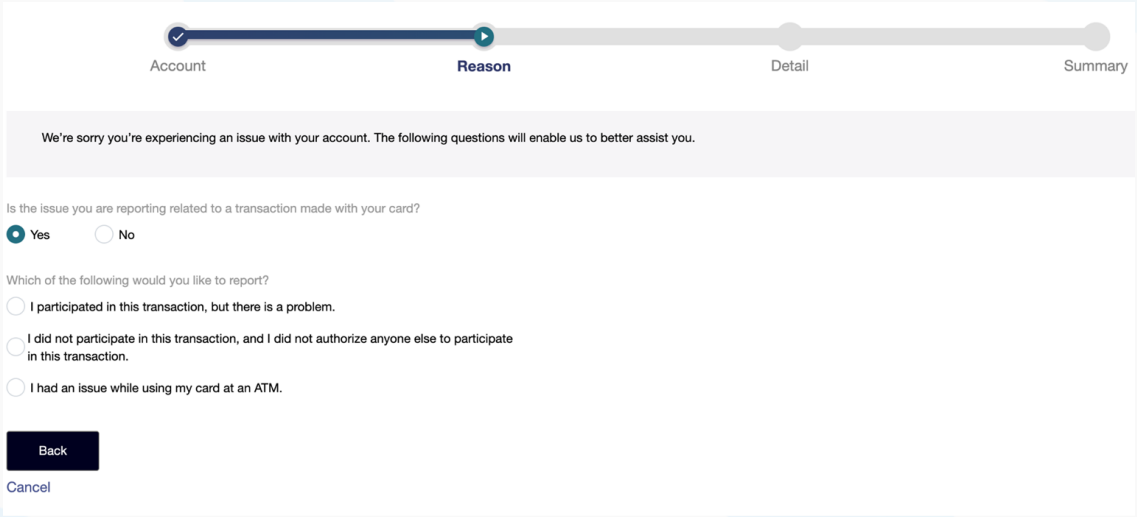
OnePay Loans

Concept #4



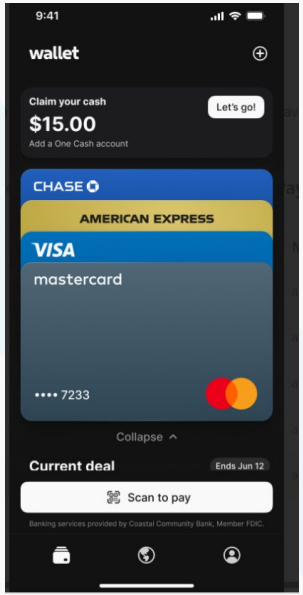
Guru

Concept #5



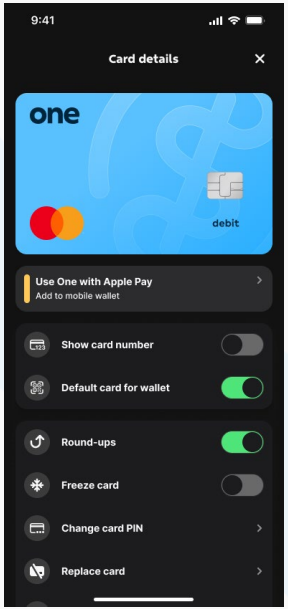
CCAT Dispute Form

Concept #6



OnePay Wallet

Concept #7



OnePay Debit Card