



Salesforce Case Management Integration for Market Settlements

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Tech Change Forum

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Action Required	Deadline	Who May Be Affected
Gain Access to the Member Community	June 27	Members with new Settlements cases
Request that your IT organization allow emails from the specified domains	June 27	Members with new Settlements cases



- Settlements will begin an internal pilot initiative using Salesforce for Case Management on June 27
- During the pilot, some settlements cases from members will be managed in Salesforce
 - Cases created through the Member Community or via email (mrkt_settlement_ops@pjm.com)
- After the 3 to 4 week pilot, all settlements cases will be managed via email until complete implementation in 4Q 2022
- Domain updates will be required to receive case comments in both the pilot and complete implementation

- Member Community allows you to:
 - Open a new case/question
 - View the details of current cases (Market Settlement and Other support teams), add/reply comments, and overall manage your questions with PJM
 - Search Knowledge Articles to find answers
- Access is required and granted by PJM
 - [Member Community](#) → Request Access
- Resources
 - [Quick Guide](#)
 - [User Guide](#)

- In order to ensure you receive all emails from all PJM support teams, request that your IT organization allow emails from the domains ending in **".salesforce.com"** and where they begin with **"e2cp"**.
- Each support team has a slightly different text in the email address that is sent. For example:
 - PJM Member Support Cases begin with **"e2cpremium"**
 - eDART Support Cases begin with **"e2cpedarthelp"**
 - RPM Hotline Cases begin with **"e2cprpm"**
 - Market Settlements cases will begin with **"e2cpmarketsettlements"**

**PROTECT THE
POWER GRID
THINK BEFORE
YOU CLICK!**



Be alert to
malicious
phishing emails.

Report suspicious email activity to PJM.
(610) 666-2244 / it_ops_ctr_shift@pjm.com



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Salesforce Integration for Market Settlements



Member Hotline

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