



# Salesforce Integration for Market Settlements

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Market Settlements Subcommittee

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Action Required	Deadline	Who May Be Affected
Gain Access to the Member Community	6/27/2022	Members with new Settlements cases
Request that your IT organization allow emails from the specified domains	6/27/2022	Members with new Settlements cases
		

- Settlements will begin an internal pilot initiative using Salesforce for Case Management on June 27, 2022
- During 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](mailto:mrkt_settlement_ops@pjm.com) )
- After the 3-4 week pilot, all Settlements cases will be managed via Outlook 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 different middle to 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](mailto:it_ops_ctr_shift@pjm.com)



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## Salesforce Integration for Market Settlements



### Member Hotline

(610) 666 – 8980

(866) 400 – 8980

[custsvc@pjm.com](mailto:custsvc@pjm.com)