



Salesforce Case Management

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➤ Goal

- Implement Salesforce case management module for managing TrainingSupport items
- Work more closely with Client Managers to streamline activities

➤ Opportunities to address

- Performance Issues
- Reliability
- Analytics on volume, types of requests

- Pilot will begin in January
 - Cases created through the Member Community
 - Questions/Requests via TrainingSupport@pjm.com
 - Address pilot feedback

- Implement in February-March

Questions