

# Salesforce - Knowledge Base

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**DRAFT – for discussion only**

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# Overview

- **Benefits / Purpose**
- **Knowledge Base**  
NYISO Website / Portal
- **Next Steps**
- **Questions**



# Key Benefits / Purpose

- **Provide access to a centralized library of information on current and emerging industry related topics**
- **One Stop Shop – Knowledge Base**
  - Offers customers help when needed
  - Ease of access to information /educational overview in the form of FAQ's
  - Self help automation / Effortless & Relevant
  - Accessible via NYISO website or NYISO Member Community Portal
- **Follow Topics - Receive automated updates via email**
- **Provide comments / feedback - recommend new articles**
- **Stakeholder Services representatives always available for customer support**

# Knowledge Base Landing Page



## MARKETS AND OPERATIONS

CARBON PRICING

ENERGY STORAGE RESOURCES

TCC MARKET

ENERGY MARKET

ICAP MARKET

## FINANCE AND SETTLEMENTS

CREDIT

SETTLEMENTS

## PLANNING

INTERCONNECTION PROCESS

## SYSTEMS AND ADMINISTRATION

DECISION SUPPORT SYSTEM

REGISTRATION

# Next Steps

- **Deploy Knowledge Base by Year End 2020**
  - Build knowledgebase in a production environment
  - Communicate with internal and external customers
- **Continue to work with respective business owners to develop articles in all business areas**
- **Follow up with Market Participants throughout 2021 to get feedback on the Knowledge Base platform**

# Questions?

# Our mission, in collaboration with our stakeholders, is to serve the public interest and provide benefit to consumers by:

- Maintaining and enhancing regional reliability
- Operating open, fair and competitive wholesale electricity markets
- Planning the power system for the future
- Providing factual information to policymakers, stakeholders and investors in the power system

