Why CME Pivot?
CME Pivot is an instant messaging platform that allows you to collaborate with market participants over a secure, fast network. Benefit from a truly open platform with a single point of access to all of the IM networks you use today. CME Pivot features built specifically for traders and brokers include: group chat, message parsing, message blasting, CME market liquidity alerts, collaboration rooms, capabilities that enable customer compliance and most importantly, an open network.

Does CME PIVOT have its own Network?
Yes, CME Pivot has its own secure network, which we are committed to keeping as an open network so customers have a choice as to which IM platform is best suited to fit their needs.

What does CME Pivot have that other providers cannot provide?
• The industry’s leading message recognition technology (parsing)
• Liquidity alerts on CME Group markets
• CME Direct integration for efficient clearing and price posting
• Integration with other financial IM networks

How do I sign up for CME Pivot?
1. Email markettechsales@cmegroup.com
2. Existing customers looking to add users are advised to contact their Market Technology Sales coverage person or CME Pivot Support at +1 866 947 9097 or pivot_support@cmegroup.com

What is the cost of CME Pivot?
CME Pivot is free to firms and users who are interacting with CME Group commodity markets. All other users will be subject to fees based upon message rates.

What are the top features of CME Pivot?
Parsing, blasting, collaboration room, group chat, open network, CME Group market liquidity alerts

Is CME Pivot federated or connected with other chat platforms?
CME Pivot is open to federating or connecting with all open messaging platforms. In the coming months we will be announcing partnerships pertaining to compliance needs and access to other IM networks that will greatly benefit the financial services community.

Is CME Pivot connected to ICE Chat or Bloomberg?
CME Group is dedicated to building a robust and open IM network. Currently the ICE and Bloomberg networks are closed to external connectivity.

How does CME Group manage customer confidentiality regarding chat messages and contacts?
CME Group limits employee access to manage customer confidentiality. For example, CME Pivot Support teams may have the appropriate access to provide administrative and troubleshooting services to support customers on the platform.
Are messages using CME Pivot encrypted?
All CME Pivot network traffic is encrypted both in transit and in rest.

How does communication with the other chat platforms work?
Currently CME Pivot users can communicate with Microsoft Lync, Twitter, and AIM.

What are CME liquidity alerts?
Realtime IM alerts when trades are executed in CME Group products you have subscribed to (available markets are: metals and energy markets)

Does CME Pivot have an API?
Yes, CME Pivot does have an API for publishing messages to external counterparts as well as consuming incoming traffic and exporting to downstream systems.

What are the compliance capabilities of CME Pivot?
Our instant messaging platform enables users to automatically capture and archive all messages sent and received regardless of IM network. It also seamlessly integrates with the industry’s best-in-class compliance programs through our third-party partnerships. That means traders, brokers and other participants can message with confidence.

Is customer archiving of messages optional or mandatory?
It can be both. Customers have the ability to set their preferences and determine if message archiving is mandatory or optional for users across their firm.

How long does CME Pivot retain records?
Per the customer’s request, chat logs may be sent to the SFTP site for retrieval for the customer’s archiving purposes. These files can be generated in HTML or XML format.

Does CME Group house the server or does my firm need to house the server?
CME manages the server.

What is the CME Pivot Support model?
24/6 Technical Support
US: +1 866 947 9097
Global: +1 312 627 4498

Who do I contact for additional questions or to sign up for CME Pivot?
Market Technology Sales at markettechsales@cmegroup.com