

18R2 Veeva CRM Events Management Questions and Answers

Q: Can you talk about the Hybrid mode for events and how in Sunrise, it is now two-way?

A: Events Management operates with and without an internet connection. Offline, core features such as event sign in are available. Online, all features are available, such as live access to current budget data, creating and submitting expenses, sending Approved Emails, and more. These capabilities were previously available in Events Management, and are unchanged by Sunrise.

Q: Is the system only available via iPad or is there a web version available as well?

A: The system is available through the browser, and Veeva CRM applications on Windows and iPad. There are some platform differences. For example, digital signature capture for event sign-in is only available on mobile platforms, and not from the browser version. A list of platform differences is available in our documentation at crmhelp.veeva.com.

Q: How will the reconcile work if my application is not having integration with open data integration?

A: Without a connection to OpenData, reconciliation search for walk-in attendees searches the CRM database, including accounts outside the user's territory.

Q: Will subscription to Network be required when the OpenData functionality is implemented?

A: A subscription to Network is not required. A subscription to OpenData, as well as utilization of the OpenData / CRM integration is required.

Additional questions?

Contact your customer support representative.