18R3 Veeva Commercial CRM

Events Webinar Q&A

## Q: Will CRM users need separate Vault Licenses to access Vault content from events and will their document views cost me money?

**A:** No, the integration doesn’t require users have a Vault licenses and their views will not count toward your enterprise license Vault views.

## Q: Will matching to a new HCP in OpenData add the HCP to our OpenData subscription and does this cost money?

**A:** Yes, the OpenData integration purchases records from OpenData automatically if they are not already in your subscription. This is because information needed to complete transparency reporting is stored on the OpenData record. However, you won’t be charged for them if you have an enterprise license with OpenData. If you don’t have an enterprise license –and you don’t want to purchase records OpenData records– you can configure the the integration to search only against the records in your OpenData subscription.

## Q: Will the attendee reconciliation integration work with data sources other OpenData?

**A:** The integration works in two models:
1) An OpenData subscription with Delivery Manager in place to connect OpenData to CRM
2) Veeva Network connected to CRM. Veeva Network may contain OpenData, other data sources, or a combination of multiple data sources

## Q: Will my existing integration with another MDM source be impacted by this new integration?

**A:** No, the integration is disabled by default and should not impact any of your existing integrations.

## Q: Is Multi Language feature for Doctor Sign in or for Attendee sign in?

**A:** The multi-language feature is supported on the main Sign-In screen (full screen mode) and the Attendee Sign-In (in-line mode on the attendee list screen). The same screen is used for all attendees - including HCP participants, contracted service providers at the event, and internal employees.

## Q: When is release scheduled?

**A:** 18r3 was released on Friday, December 7th 2018.

## Q: CRM engage webinar recordings:From the 'track views' can a vault report be created/shared?

**A:** Recording views via Engage for Portals, or via Approved Email fragments, can be tracked and reported on in Veeva CRM.

## Q: What all features are enabled by default? And what all features can be turned on/off based on need?

**A:** In 18r3, all major Events Management features in 18r3 require configuration. Information about how to configure these features can be found in the release notes.
There are minor behavior and UI changes that were automatically included in 18r3 which can be found in the “User Visible Changes” section of the release notes.