19R3 Veeva CRM & Events European Release
Q&A

Q: Can Dynamic Attributes be used to drive views and lists?
A: This functionality is being worked on towards making this possible in a future release.

Q: Are there any unique considerations when loading data against the Dynamic Attributes?
A: Dynamic Attributes are regular salesforce records and can be data loaded like any other object.

Q: Are Dynamic Attributes available via API access? For example, to be queried for use in HTML CLM content or MyInsights dashboards.
A: Dynamic Attributes can be queried using MyInsights or CLM javascript library.

Q: Dynamic Attributes: Who can see the new fields, is it also shared by profile/page layout?
A: Customers can decide who has access to create Dynamic Attributes using profiles or permission sets. Sharing rules can drive the Dynamic Attributes visibility for the field based on the creator or any other criteria.

Q: Can Dynamic Attributes be written via Veeva APIs from CLM content?
A: If the user has read & write access to the record, it can be updated using CLM javascript library.

Q: Compared to the Survey functionality what are other benefits of Dynamic Attributes feature?
A: Dynamic attributes are not transactional in nature (like Surveys). They are easier to manipulate for the field user as they show as any other attributes of a specific account. Furthermore, it's much easier to report on, and to track the change of the values over time.

Q: Who can add/manage the different analytic cards on the Brand operations page layout? It is a setup done by the business admin or the brand team can customize it?
A: Changing Lightning Pages require admin access, same as for updating page layout in salesforce classic.

Q: Would any dynamic attribute added be visible as a related list?
A: Dynamic Attributes will be visible to the end user on the mobile devices like any other field on the account. The section can be specified when configuring the dynamic attribute.

Q: For Dynamic Attributes to be visible on Veeva CRM App - does the rep perform an Incremental Sync (or) would Real Time Sync would suffice?
A: Incremental Sync is needed for a user to get a new dynamic attribute.

Q: Is there a limit of Dynamic Attributes Fields to be created and later archived/deleted?
A: Dynamic Attributes can be activated or disabled by the business admin at any point of time.

Q: Is there a visual label that indicates whether presentations are hidden?
A: Reps can't see any presentation flagged as hidden.

Q: Do attendees need to install a app from their end to share their screen?
A: Attendee Screen Sharing is available on the iOS, Android, and Windows HCP Apps. It is also available when using the Web Client from the following browsers:

Chrome – Version 72 or later
Firefox – Version 66 or later
Edge – Version 17 or later

Q: Dynamic Attributes: Can the sharing be combined? E.g. by product and Account Record Type or is it either by product or by Account record type?
A: It is possible to combine Account Record Type & Product to limit the visibility of Dynamic Attributes.

Q: What happens if no food is offered at the Medical Event, can the field be disabled?
A: The Meal Opt-in option is driven by the page layout of the Event type. Therefore, if for some event types you want to disable Meal Opt-in, the field must be removed from the page layout.

Q: Which of the new 19R3 functionalities are free with our CRM license?
A: Lightning Business Apps are included in the Veeva CRM License.

Q: Can Lightning be activated now?
A: Lightning Experience can be activated in the sandbox. In production, Veeva will be Lightning-Ready on Feb 7th 2020.

Q: In MCCP, can users have multiple goals for one product for the same cycle plan target differenciated by detail group. How it will managed in the database ?
A: Yes, MCCP goals may be set up for a combination of Product/Detail Group. This doesn't change in 19R3
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