VEEVA CRM 21R3 WEBINAR Q&A

QUESTION	ANSWER
Capturing Consent Using Confirmation Emails for All Channels	
For consent capture, can HCPs select the channels they want to consent for and be able to opt out of those channels when they want and opt in to new channels they haven't opted in to previously?	Consent capture is the result of a verbal agreement between the Rep and the HCP. So, they agree on the scope of the consent, and then the HCP would receive an email with the list of the channels, or what was consented for. The HCP is then able to confirm what was agreed on with the Rep by clicking the link in the email, or do nothing which would not confer the consent. There is no plan today for doing what we call consent management, which is like an inbound process where the HCP is managing the preferences themselves and self-selecting opt in and opt outs.
Will this feature send the HCP multiple emails? (One per consent?)	No, a single email with a single link is sent to the HCP to confirm all selected consents.
Can the HCP change the consents before confirming?	No, the HCP can either confirm what was verbally agreed to with the rep or do nothing.
Can customers use SMS to confirm SMS channel?	No, this feature's purpose is not channel verification. Only Emails can be used to confirm consent at this point.
Is this process like 'Share Link' where the rep must wait in CRM until HCP confirms?	No, this is an asynchronous process. The HCP can open the email and click on the confirmation link at any time.
Can reps cancel pending opt-ins?	This scenario is being considered in the scope a different feature. We currently advise customers to expire pending opt-in records after x days to allow reps to capture them again.
What's "lost" from Double Opt-In if choosing the new feature?	Nothing is lost by choosing the new feature. This feature expands the consent confirmation using email to all channels. With Double Opt-in, it was limited to channels that used email address as a source.
Standard Metrics: Auto-Population of Call Channel	
When will Call Channel Formula in Online Classic be supported such that the Channel field is populated based on that formula field?	Support for call channel formula in Online Classic will be available by 22R1.
When does the formula resolve?	That happens either on save or submit, including what we call implicit save actions (e.g. if you open a medical inquiry from the call report page). There's an implicit save that happens at that time, and you would see the formula resolve and update the Call Channel field, then, as well as on a traditional save or submit.

On iPad, if we use the auto-populate feature, when the rep taps the handshake icon to create a new call, will the drop down show to select the channel?	No, when call channel formula is configured for the user, these popover menus are suppressed.
Managing Tab Visibility on iOS Devices	
Managing tab visibility and Sort Order - Is this applicable for iRep? If yes, can you please provide more details where exactly the change happens?	Yes, the tab visibility and sort order will be available on iRep (iPad and iPhone). We will be delivering a new setting that can be populated with the tab names in the order that you want. If the setting is not enabled, then the default order will remain as you see today.
Can you hide navigation icons?	Yes, simply just omit the tab icon name from the setting.
Can you move the Go Online icon to the home page view?	With the new setting that we're going to be delivering it would also be possible to dock the Go Online tab at the bottom, so that it's always available.
CLM	
Are “updated CLM presentation fields” just on the Vault side or are there also updates on the CRM side?	We did update both sides, so on the Vault side we added the new CRM Searchable Description field that allows users an option to populate the Description field, specifically for CRM. On the CRM side, we updated the Keywords and Description fields so that they are now long text fields - the Keywords field will now hold 10,000 characters and the Description field will now hold 1500 characters. This should not affect anything in current orgs. It will ensure that as content is synched from Vault to CRM there should never be truncation of those fields.
Engage	
Please remind me of your plans to provide Engage Connect support for our representatives and HCPs?	This is something that will be made available in this 21R3 release. If this is something you are interested in, please reach out to your Account Executive.
At the Veeva Summit, it was mentioned that a QR Sign In Token and Sign In URL would be available in Events Management in 21R3. Is there an update on estimated availability of these features?	We don't have a timing for that yet, we’ll know more in the future.

Regarding Engage Connect – can we see screenshots of what the HCP will see if our company is not participating? We also heard Veeva was going to create reference/support materials for both the sales reps and for the HCPs who have questions.	You can work through your Account Executive to get additional information.
Do we need an Engage License to use the QR Code feature?	Yes
Do we plan to offer QR Code for CLM/Content?	Supporting the QR Codes for Engage Web Services for Vault Content is on the roadmap.
General	
If we have more than one line of text on the More Action menu item and it is now truncated, what will be seen?	You will only see that first line of text.
Announcements/Other	
Starting with the Spring '22 release, the International Components for Unicode (ICU) locale formats will be required in Salesforce. Is this going to be a mandatory implementation for Veeva CRM?	It is, it will be mandatory by Salesforce but there's nothing additional required on the Veeva side. The formats that you see on our Visual Force pages will continue to exist in the JDK 8 formatting and we're not going to be converting them to ICU. When we do convert these pages to Lightning pages, they will automatically be formatted in ICU formatting.
MFA deadline was moved to end of next year, wasn't it?	Contractual obligation is February 1, 2022. When looking at the MFA enforcement roadmap, as published on the Salesforce.com website, they have a projected MFA auto-enablement date between September and October 2022, meaning that Salesforce will auto-enable the MFA for the users where it's not enabled. They have a projected MFA enforcement date between May and June 2023 which means that they are planning to remove the ability from admins to disable MFA for those users.