VEEVA CRM 21R3.2 WEBINAR Q&A

QUESTION	ANSWER
Events Management – Timeline Home Page	
Can I configure the fields that appear on the Event "Cards"?	The fields are currently set; however if there are specific fields that customers are looking for, it could be explored for the future.
Can I create/modify/delete the Views that appear on the Event page?	It is not possible to create additional views.
Can I add my own icons to the homepage?	The icons are preset and customers can configure and map any status to the available icons.
Can I configure this only for certain teams (i.e. by profile)?	This is intended to be an org-wide setting.
When will the timeline be made required?	No set timeline as of yet.
Align – Bulk Challenges	
Is there still the ability to add a reason, or would the reason be the same for all those challenged?	The same feedback reason would be applied to all that are selected.
Approved Email – Custom Text Token	
Is there a limit to the number of characters that can be captured in the free text token?	Technically there is no limit. However there is an overall limit to the text that can be saved in the Sent Email record (131k characters), so if you exceed this the email will send but not everything will be captured in the record.
Can we limit the amount of free text that can be entered by users?	There is a length parameter that can be added to the token {{customText(255)}} to limit size of text entry.
Announcements/Other	
What is the latest on the deadline requiring Salesforce customers to enable MFA?	Salesforce is now extending the MFA requirement deadline for Veeva customers until Q2 2023. Note that Salesforce has not changed the deadline date in their help articles as that still applies to their direct customers. The 2023 extension is specific to customers of Salesforce partners (including Veeva).