Using EM Queues

Veeva Professional Services

Objective

- Enable using Groups/Queues for Event Team Members in Veeva EM

- Formulate a process that BMS can use based on initial discussions with Business on what they required

Business Process

Event Creation
- PO Creates a new Event

QM Assignment
- PO adds a Market Specific QM

QM Triage
- QM Monitors queue showing unassigned Events
- QM Picks an Event and assigns to a Service Coordinator

Process Completion
- QM releases the record from the Queue

Event Creation

EM Event
Ireland QM Demo

EM Event Detail

| Attendee Reconciliation | Cancel Event | Edit | Generate Invitations | Generate Sign In Sheet | Manage Attendees | Move to Post Event | Reschedule | Add PO Approver |

| View Signatures | Send Email |

▼ **Information**

Status	Pre-Event	Event Format	
Event Name	Ireland QM Demo	Start Time	27/06/2017 12.00
Event Type	Speaker Meeting	End Time	27/06/2017 13.00
Description		Event ID	AN-2017-IE--Speaker Meeting-001454
		Parent Event	

▼ **Additional Details**

Product/Therapeutic Area		Funding Country	IE
Secondary Product/TA		CyberGrants ID	
Estimated Attendance			
Promotional/Non-Promotional			

▼ **Venue Information**

|			
Venue Lookup		Requested Venue	
Additional Venue Details		Location Address	
Confirmed Venue		Location Address Line 2	
Confirmed Venue Address		City	
Confirmed Venue Address Line 2		State / Province	
Confirmed Venue City		Postal Code	
Confirmed Venue State / Province		Country	
Confirmed Venue Postal Code			

Queue Manager Assignment

Queue Manager Triage

- QMs run a report/Dashboard to see their Market's Events that are not yet assigned to a Service Coordinator
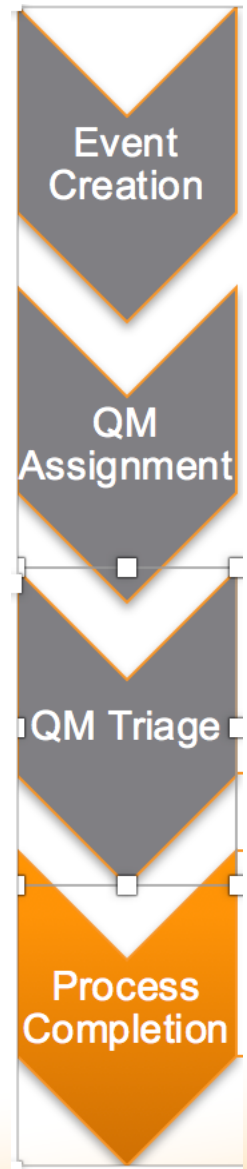
Queue Delegation Process Completion

- QM Assigns a real single user/person as a Service Coordinator

Action	Name	Role
Edit | Del	Santori, Fabrizio	Event Owner
Edit	Italy Queue Managers	Queue Manager
Del	Tascione, Roberto	Service Coordinator

Event Team Members   New Event Team Member

- QM then checks a box on the Queue Member team member record to indicate SC has been assigned
  - This will take him out of the queue report

Event Team Member Detail   Edit

Event	Italy QM Demo		Group Name	Italy Queue Managers
Name	Italy Queue Managers		Role	Queue Manager

Assigned to Service Coordinator ✓

Edit

Event Creation

QM Assignment

QM Triage

Process Completion

Bristol-Myers Squibb