



veeva

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		

Event
Creation

QM
Assignment

QM Triage

Process
Completion



Queue Manager Assignment



New Event Team Member

Select Event Team Member Record Type

[Help for this page](#)

Select a record type for the new event team member. To skip this page in the future, change your record type settings on your personal setup page.

Select Event Team Member Record Type

Record Type of new record

Queue Manager

Queue Manager

Team Member

Continue

Cancel

Available Event Team Member Record Types

Record Type Name	Description
Queue Manager	Used for a group team member
Team Member	Team Member for the Simple EM Event

Home Reports EM Events Service Provider

Event Team Member

New Event Team Member

Group Name

UK

Go!

Clear Search Results

Name

UK/Ireland Queue Managers

Event Team Members

[New Event Team Member](#)

Action	Name	Role
Edit Del	Santori, Fabrizio	Event Owner
Edit Del	UK/Ireland Queue Managers	Queue Manager

Event
Creation

QM
Assignment

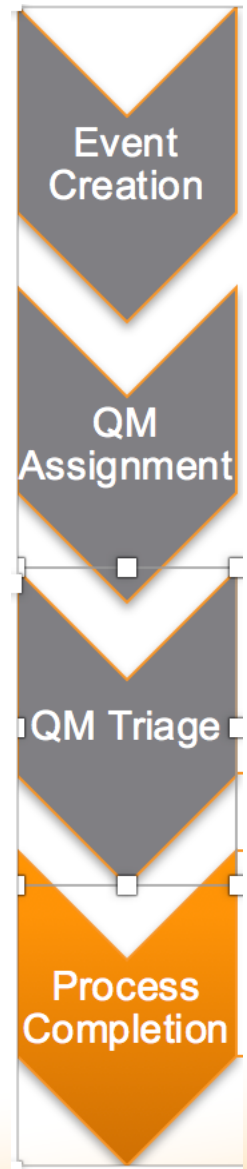
QM Triage

Process
Completion



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

Event Team Members

New Event Team Member

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

- 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

