Veeva Writing Exercise – Kyle Byron – May 10, 2020

Some introductory notes and questions:

*After reviewing the existing Veeva CRM Online Help documentation, this particular feature enhancement seems like it should be a part of the current topic “Key Medical Insights Restricted Words”.*

*It seems like User Story 1 is already covered in the existing documentation?*

*Some suggested additions to the current topic (based on the mini-spec and user stories) include:*

From the Mini-spec: English vs. Other Languages

Veeva Messages include a Language field (language\_vod\_c) that is applied to a User’s device according to the User’s Language. It is important to note the following when setting the Language field to English or another Language:

Veeva Messages where the Language field is set to US English (Language\_vod\_\_c = 'en\_US') are applied to all users in a particular Organization. This allows Administrators to set restrictions (product names, profanities, proper nouns, and so on) that should be applied to all users.

Veeva Messages where the Language field is set to any language other than US English (Language\_vod\_\_c != 'en\_US') will only be applied to Users with the same language (Language\_vod\_\_c = User.LanguageLocaleKey), and not to all users in a particular Organization.

*Observation: Should the following note be removed from the existing topic based on above?*

“Note: All Veeva Messages used must have the same Language field.”

*Observation: It seems like User Story 3 is mostly covered by this information in the existing topic:*

“For example, while Sarah Jones is creating a Key Medical Insight, she types the word Cholecap. An error message displays because the word is a restricted word using an exact string match.”

*However, it does not indicate that the record will not be saved, only that an error message will display. Perhaps a helpful clarification would be something like:*

“For example, while Sarah Jones is attempting to create a Key Medical Insight, she types the word Cholecap. An error message displays because the word is a restricted word using an exact string match. Sarah cannot create the Key Medical Insight until she removes the restricted word and provides an acceptable word.”