# Medical Insights: Evaluate Multiple Veeva Messages for Restricted Words

[Martin comment: Although it’s tempting to place the topic as a subtopic at [this](https://crmhelp.veeva.com/doc/Content/CRM_topics/Medical/KeyMedicalInsights.htm) location due to the similarities and text, I believe the topic could also be a subtopic to this [topic](https://crmhelp.veeva.com/doc/Content/CRM_topics/General/Veeva_Messages.htm). ]

Administrators can list multiple Veeva Messages by Name and Category in the Medical Insights Restricted Words Custom Setting with this syntax:

*Veeva\_Message\_Name1*,*Veeva\_Message\_Name2*,*Veeva\_Message\_Name3*;;*Category*

Where:

* *Veeva\_Message\_Name1* – indicates the name of the message.
* *Category –* specifies the category to which the Message applies (for example, Medical). You can enter multiple Messages using a comma-separated list. Only one Category can be specified for all Veeva Messages.

[Martin comment: This sounds like a screen they enter information into. It would be helpful to have a shot of that screen]

[Martin question: I don’t understand this last sentence; Does it mean that all Veeva messages can only have a single category (IE, they are all “Medical”), or does it mean that all Veeva messages can only have a single category at one time? Which of course brings up another question: what if a message is applicable to multiple categories?]

For example, this adds a custom setting to specify Veeva Messages for Medical Insights Restricted Words for the Medical category:

*example*, *example*, *example*;;Medical

[Martin: need an actual example. Again, this could be a screen shot.]

Note that:

* Due to how Veeva Messages are listed, the values for *Veeva\_Message\_Name1* and *Category* must be a unique combination.
* SFDC requires that all External IDs of Veeva Messages are unique.
* Text fields from multiple Restricted Word Veeva Messages are concatenated in the order in which they are listed in the Medical Insights Restricted Words custom setting.

Once the administrator configures the Medical Insights Restricted Words, if a user attempts to save a Medical Insights record that includes a restricted word, the restricted word error message displays and the record is not saved.

Keep in mind the following when you are configuring for Key Medical Insights Restricted Words:

* Custom Settings includes syntax that allows you to specify a default size of text(255) for Veeva Messages for Medical Insights Restricted Words for the Medical category for the character size:

Default value: MEDICAL\_INSIGHTS\_RESTRICTED\_WORDS;;Medical

[Martin question: Is the “Default value” the parameter the indicates to the system that they are using the default text size of 255? Or is it indicating something else that is not explained in the func spec?]

* Administrators can change the Medical Insights Restricted Words Custom Setting from a Boolean field to a text field (which allows up to 255 characters). This larger field allows administrators to utilize multiple Veeva Messages to contain restricted words and phrases, ensuring their lists of restricted words are respected regardless of their character count.
* The Veeva Message text field is 5000 characters long, so a restricted list of 10,000 characters, including double semicolon delimiters and double quotes to specify word matches, requires the administrator to configure two Veeva Messages.
* Veeva Messages are often applied to a User's device according to the User's language and have a language field (Language\_vod\_\_c). Veeva Messages that have a language set to US English (Language\_vod\_\_c = 'en\_US') are applied to all Users in an organization. These messages should be leveraged for organization-wide restrictions (for example, product names, profanities, proper nouns, and so on) that apply to every User in an organization. Veeva Messages that have a language set to a language other than US English are applied only to Users configured with this same language (Language\_vod\_\_c = User.LanguageLocaleKey).