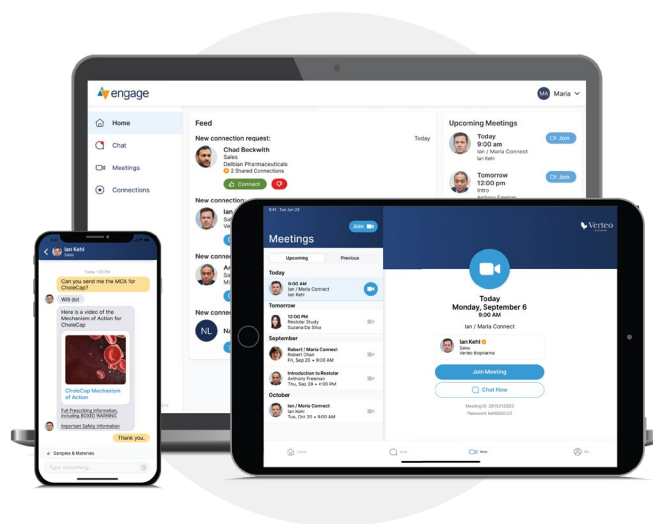**Veeva Vault CRM Engage**

Schedule. Meet. Connect.

Veeva Vault CRM Engage changes the way HCPs interact with the life sciences industry by providing a global platform to schedule touchpoints, conduct meetings, and create lasting connections. Now your field and medical teams can stay connected and compliant with HCPs before, during, and between meetings.

HCPs can request and receive product information, chat with field teams, and join remote meetings from a single, easy-to-use app.

Engage is fully integrated with Veeva Vault CRM, so the home office gets a complete view of a customer's engagement history across all Engage channels.

Business Benefits

Be There at the Point of Care
Provide one access point for all HCP needs, including contact information, content, samples, and instant messaging.

Improve Field Agility
Help your field teams adapt to HCP engagement preferences with a diverse set of tools across channels.

Make Compliance Easy
Stay compliant and audit-ready using traceable content links, trackable chat messaging, and text monitoring options that maintain visibility without sacrificing efficiency.

More Frequent and Impactful Customer Touchpoints with Engage

30%
of conversations initiated by HCPs when using compliant chat*

90%
over 90% of reps respond within 5 minutes*

500,000
Engage Meetings conducted every month

4.75/5
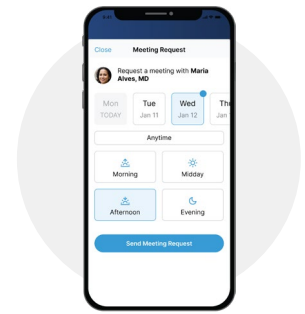HCP user experience rating

*Veeva Pulse Data

Features

HCP-Centric Scheduling
Check HCP availability preferences and request meetings from the Engage app.
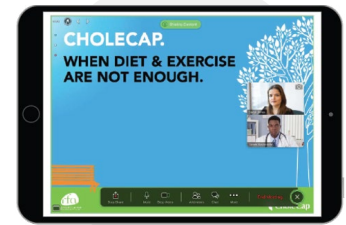
- Allow HCPs to select channel preferences, add office policies, and block availability.
- HCP preferences for times and channels are instantly reflected in the rep's scheduling interface.

Remote Meetings
Extend your reach with a compliant, and easy-to-use experience for remote interactions.
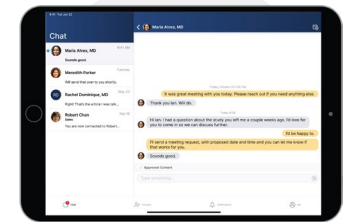
- Send invites and meet with a few clicks.
- Use compliant CLM content with automated content tracking and recording.

Compliant Chat
Improve HCP relationships and responsiveness with compliant chat.
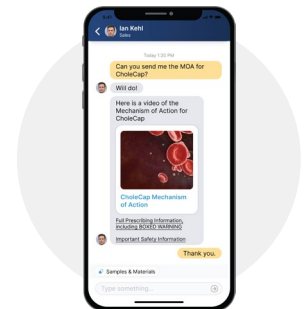
- Strengthen connections with chat messaging — no app download required for HCPs.
- Respond to inbound customer requests quickly.

Share Content and Patient Resources
Make it easy for HCPs to get what they need, whenever they need it.

- Send pre-approved content over any text channel using trackable links.
- Field HCP requests for samples and meetings.

Signature Capture
Collect HCP signatures from anywhere, at any time—no in-person call needed.

- Capture signatures during remote meetings with an intuitive user interface.
- Send a prompt for remote signature capture at any time using compliant, HCP-specific links.

Learn more at veeva.com/eu | **+34 931 870 200** | **veeva.com//eu/contact**