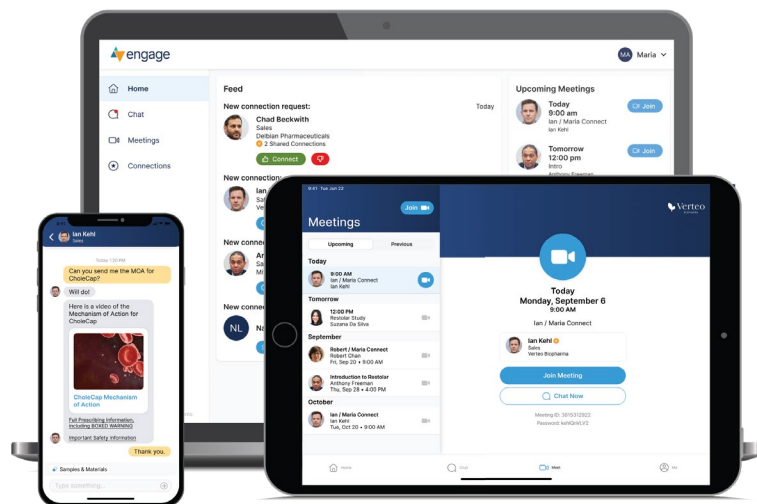# Veeva CRM Engage

Schedule. Meet. Connect.

Veeva 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 CRM, so home office gets a complete view of a customer's engagement history across all Engage channels.

Benefits

- **Be There at the Point of Care:** Provide one access point for all of an HCP's industry needs, including contact information, content, samples, and instant messaging with connections.

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

- **Make Compliance Easy:** Stay 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

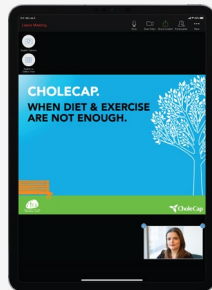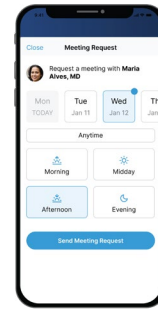| >60%	25%	500,000	4.75/5
of doctors participated in two-way chat with reps*	of content shared via chat were sample or meeting requests*	Engage Meetings conducted every month	HCP user experience rating

*Results of Engage Pilot Program.

Features

HCP Centric Scheduling: Check HCP availability preferences and request meetings from the Engage app.

- Allow HCPs to select different channel preferences, add office policies, and block availability.
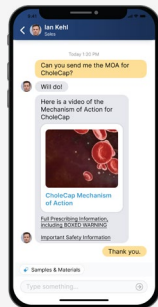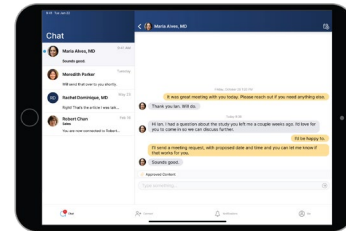- HCP preferences for times and channels are instantly reflected in the rep's scheduling interface.

Remote Meetings: Extend your reach with a common, compliant, and easy-to-use experience for remote interactions.

- Send invites and meet with a few clicks.
- Reuse compliant Veeva CLM content with automated content tracking and recording.

Compliant, Two-way Messaging: Support many-to-one HCP relationships effortlessly with instant messaging.

- Deepen connections with chat-like messaging across devices.
- Search for any participating HCP to get connected.

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 over Engage messages.

Signature Capture: Collect an HCP signature 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 | 925-452-6500 | veeva.com/contact