



Veeva NETWORK

Veeva Network 4.0 Release Notes

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About these Release Notes

The Veeva Network 4.0 Release Notes describe all features introduced since Veeva Network 3.0.

Browser requirements

The following are the minimum browser requirements for Veeva Network 4.0:

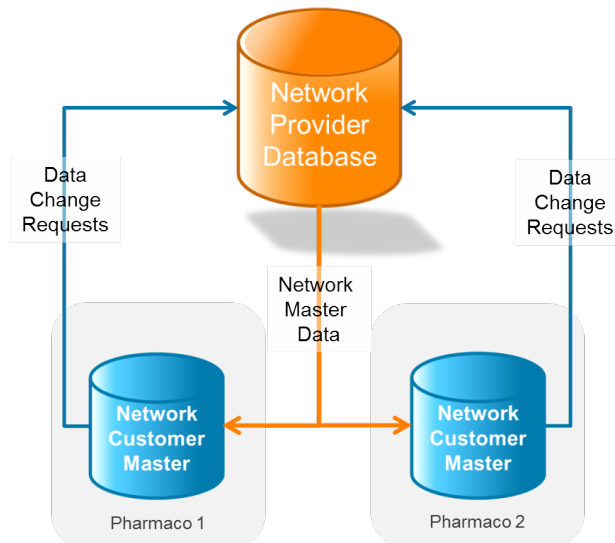
- Internet Explorer 9
- Google Chrome 20+

Introduction

Veeva Network includes Network Customer Master, and for applicable countries, Network Provider Database (NPD).

Network Provider Database provides identity, demographic, and licensure data about Healthcare Professionals and Healthcare Organizations.

Network Customer Master is a SaaS Master Data Management (MDM) application that is populated with a subset of the data from Network Provider Database, according to each pharmaco's contract with Veeva.





Network Customer Master

Veeva Network Customer Master is a multi-tenant SaaS Master Data Management (MDM) application. Each pharmaco that subscribes to Veeva Network has its own Network Customer Master tenant (often referred to as a *Network org* similar in concept to a Veeva CRM or Salesforce.com org).

Each Network org comes pre-populated with master data from the Network Provider Databases to which the pharmaco has subscribed. Veeva Network automatically keeps the data in each production Network org up-to-date and in sync with the data in the Network Provider Database.

Pharmacos can also load their own data into their Network org and match and merge it with the Veeva-provided master data. Veeva is responsible for stewarding the quality of the Veeva-provided data as well as any new records added in the Network org that can be shared with Veeva Network Provider Database.

Records that do not match Veeva records will be loaded as customer-stewarded records and updates on those records will not be shared with Veeva Network Provider Database.

Summary

Veeva Network 4.0 includes the following key enhancements:

- **Data governance** – Updates to field and reference data, documented in the *Veeva Network Data Governance* release notes.
- **Global Customer Master**
 - The Network data model supports additional countries, documented in the *Network Data Governance* release notes.
 - You can use different formats to generate alternate keys for different countries.
 - Countries for which data is visible for the current user appear in a drop down list on the home page. Profile pages include minor updates to accommodate country-specific fields.
 - Chinese instances now use name splitting to produce first and last names from the provided full name.
- **Localization**
 - Translations for UI labels and reference data have been added and improved.
 - Chinese reference data includes English translations.
- **Workflow**
 - Add requests for unverified records can use or bypass strong matching.
 - Change requests on child object attributes now appear in context with other attributes of the child object.
 - Records created from Veeva CRM skip the match process if strong matching is bypassed.
- **Source subscriptions**
 - Externally mastered records now bypass the fuzzy match process.
 - You can override source rankings at the entity and field levels.
 - The location of the workingset file has changed.



- New subscriptions are automatically populated with default match rules for all countries.
- Log files from source subscription jobs are now exported to your FTP server to make it easier to review job errors and warnings.
- Source subscription validation includes more user-friendly messages.
- A new property is available to skip malformed rows in a source feed.
- The Source Subscription page includes various UI enhancements.
- **Data export**
 - Target subscription output file name contains timestamp information.
 - You can now define filters based on any field in the data model.
- **Match and merge**
 - Match counts for ACT matches shown on the Job Details page now include those found via source dedupe.
 - You can now use search to find duplicate records manually and review them in a suspect match task.
 - Customized match configurations are protected so that system upgrades will not affect them.
 - Match and merge options in a Match task are now accessible to data steward users only.
 - Match rules for default blockers and classifiers for the US have been updated to improve match performance.
 - Address ordinals are recalculated and updated on merge to ensure that they are consistent and non-overlapping.
 - The match process now includes matching on inactive addresses and licenses.
- **Search**
 - The **QUICK FILTERS** list includes filters for HCP type and HCO type fields, as well as more easily selectable reference fields.
- **Ad hoc match**
 - Efficiencies have been introduced to speed up ad hoc output file creation.
 - You can view job history and details for ad hoc match operations.
 - The Ad hoc match page jobs list now includes job duration information.
- **Single Sign-On**
 - When single sign-on is enabled for an instance, administrators can enable auto-creation of accounts to authenticate users that do not yet exist in Network.
- **Home page**
 - Standard users can now add records from the Network home page.
- **Reports**
 - You can filter reports using filters relative to the current date.
- **API**
 - Search results include a flag that indicates whether a record can be downloaded from the Network Provider Database, based on the API user's security profile.
 - The Change Request Search API enables you to search data change requests.
 - The Retrieve a source subscription API now responds with more detailed information about a data loading job.
 - Resolution notes now include timestamps.



Updates in this release

The following sections describe the updates for Veeva Network 4.0, and include all features introduced since Veeva Network 3.0.

DATA GOVERNANCE

Specific updates for fields and reference data are provided in the *Veeva Network Data Governance* release notes.

GLOBAL CUSTOMER MASTER

In Chinese data, we now use an algorithm to split the provided full name into first and last names. Any names in a Chinese instance that do not use Chinese characters will be copied to the last name field in whole without splitting. Users can choose not to display the new first and last name fields in their profile layout, but the fields will be populated and enabled at all times.

You can configure alternate keys based on country when you create or edit a custom field. For more information, visit [Create a custom field](#) in the help.

Network includes a drop down list at the top right of the page which indicates the countries for which data is visible in the instance.

Additional localization has been done to add and update translations for this release. You can send feedback on errors or omissions in the translations to NetworkLocalization@veeva.com.

WORKFLOW

In the Workflow Settings page, administrators can now configure whether an add request goes through or bypasses strong matching, when creating an unverified record. You can bypass a strong match for almost immediate creation of an unverified record so the Veeva ID can be used by the calling application.

Summary attributes for a child object are displayed during data change request review, in order to provide context for the change. For example, a change to the status of Address would show that change along with other Address attributes (such as address line 1, 2, city, state, and so on).

In order to speed up response time, unverified records created through Veeva CRM are not subjected to a suspect match.

LOADING CUSTOM SOURCES INTO A NETWORK ORG

Incoming externally mastered records no longer go through the fuzzy match process by default. To enable fuzzy matching, you must set the `job.match.withExternallyMastered` attribute to true for the subscription.

In the Administration console, the Source Rankings page under System Interfaces now includes options to override the existing source rankings at the entity level. You can choose to use the default source rankings for the HCP, HCO, Address, License, or Parent HCO entities, or override them with new rankings for a particular entity or entities.

In the Administration console, under Network Data Model, you can specify custom source rankings when you edit a field. This enables you to override the default ranking (specified on the Source Rankings page) at the field level.



The location of the `workingset.csv` file has changed from the `<ftp_home>/inbound/workingset__v/` folder to the following folders:

- US – `<ftp_home>/inbound/workingset__v/US/`
- China – `<ftp_home>/inbound/workingset__v/CN/`

In the Source Subscription settings, you can configure at the field level which fields should be set to NULL, where no value is loaded otherwise.

The **Export Match Logs** option has been moved to the first section on the Source Subscriptions Configuration page. This option saves detailed match results to your FTP server. It should not be used for more than 100,000 incoming records.

When you create a new source subscription, Veeva default match rules are now automatically populated in the subscription.

Error messages for blocker and classifier validation provide more user-friendly descriptions.

On the Source Subscription page, you can now view and edit match rules in the **Country Match Rules** section. A link appears next to the blocker and classifier drop down lists.

On data load, the file containing errors during the load can be generated on your FTP server, containing the following columns:

- `item` – the name of the alias object the error occurred in (for example, ACCOUNT)
- `rowNumber` – the row number at which the error occurred (if known)
- `message` – the message text for the error

You enable this functionality by setting the `job.log.export` parameter to True in Advanced Mode in the subscription.

The `parser.csv.reject.column.mismatch` subscription property has been added for backwards compatibility. By default, it is set to True, which ensures that malformed rows in a feed will be rejected. If you set it to False, the job will continue without failing under the same circumstances.

EXPORTING DATA

In a target subscription, you can now define filters for any field within the Network Data Model. The **Filter Health Care Organizations** and **Filter Health Care Professionals** sections include the **Defined Query** option in the Field column, which enables you to specify a query in the Value column to include or exclude values. The following examples illustrate the query syntax:

- `send_to_crm__c:IN:true` (include all records where this flag is true)
- `license_status__v:not_in:I` (exclude records where the license is inactive)



▼ Filter Health Care Organizations

Field	Condition	Value		
Specialty	Contains	Abdominal Surgery	AND	✕
Defined Query	Contains	primary_country__vin:US	AND	✕

The file name for target subscription export files can now include a timestamp to ensure scheduled processing takes place in order in target systems. You set this option in the **Export Options** section of the target subscription.

MATCHING, MERGING, AND SURVIVORSHIP

Counts for ACT matches previously did not include ACT matches found via source dedupes; only ACT matches found in existing records in the instance were included. These counts now include all ACT matches.

The match process now includes inactive addresses (where `address_status__v = 'I'`) and licenses (where `license_status__v = 'I'`). This improves matching between records that might have previously been deemed non-matches because of an inactive address or license in the existing record. If you do not want to match records on inactive addresses and licenses, an administrator must add match rules to match only on active addresses and licenses.

In the Admin console, the **Match Defaults Configuration** option in the left navigation has been renamed to **Match Rules Default Configuration**.

The Match Rules Default Configuration page now allows you to set HCP or HCO blocker or classifier configurations as the “customer default.” This ensures that system updates do not overwrite your configurations with the Veeva-defined default configurations.

Previously, permissions for merge and unmerge functionality were inconsistently available to non-data steward users. This functionality is now properly limited to data stewards.

For the US, match rules have been updated to introduce efficiencies for the default blockers and classifiers. For example, the HCP classifier now includes rules that prevent records with different NPI numbers from matching, even when the rest of the criteria are met.

When records are merged, address ordinals are now recalculated and updated to ensure that the merged collection of addresses is correct. Prioritization follows these rules in order:

1. Veeva-owned addresses before non-Veeva addresses
2. Active addresses before inactive addresses
3. Professional addresses before “both” and before mailing addresses
4. Higher priority system's survivorship
5. The incoming system's ordinal preference



AD HOC MATCH

Previously, output from an ad hoc match retained the exact same row order as the input file. The row order in the output file is now determined as the match process finishes for each input row. This change speeds up the process of writing the output file. Column order and content are not affected by this change.

The Ad Hoc Match Configuration page now includes the job history for ad hoc match operations. You can select a job ID from the **Ad Hoc Job History** list for additional details.

The jobs list on the Ad Hoc Match page now includes an additional column, **Duration**, which indicates how long the job took to run.

HOME PAGE

Standard users can now add HCO or HCP records from the Network home page, by clicking **Submit a new Change Request**.

INBOX

The **Task Audit History** option has been moved from the Admin console to the Inbox.

PROFILES

The **Find Suspect Matches** option in a profile enables you to search for duplicate records and initiate a suspect task for customer-stewarded records.

The profile pages for HCOs and HCPs include the following changes:

- The Primary Country and Network Entity ID (HCO profiles only) fields have been repositioned.
- The Primary Country field now includes an image of the selected country's flag.

SEARCH

In the **QUICK FILTERS** list, you can now filter on HCP and HCO types. Also, under **QUICK FILTERS**, the list of values for reference fields is now selectable using a drop down list for easier access.

REPORTS

Reports include filters for selecting periods relative to the current date, such as Yesterday, Today, Last Week, This Week, Last Month, and This Month.

ADMINISTRATION

Administrators can enable automatic creation of user accounts (on the SSO Settings page) to create multiple Standard users at a time, avoiding the process of creating individual accounts manually.

Administrators can:

- Map SAML attributes with Veeva user attributes for first name, last name, federated ID, country, and email.
- Set data visibility profiles. The user's country determines the data visibility profile assigned to the user. For example, if the country is the US and a US data visibility



profile has been added in the SSO settings, the user will be assigned a US data visibility profile. You update data visibility profiles from the Users page.

- Set time zone, language, and locale.

Email is no longer a required field for mapping in the SSO settings. As a result, it is possible for an account to be created without an email address

API

The Retrieve a source subscription API now responds with more detailed information about a data loading job. The level of detail retrieved by the API is now similar to what is displayed on the Job Details page of the Network UI.

Each resolution note for new change requests now include a creation date. Existing change requests will include a null date.

The Search API now includes the canDownloadFromMaster field in results that indicates whether the record can be downloaded from the Network Provider Database, based on the API user's security profile.

The Change Request Search API enables you to search data change requests by status, country, create time, Veeva ID, and system name. For more information, visit the [Network developer documentation](#).