

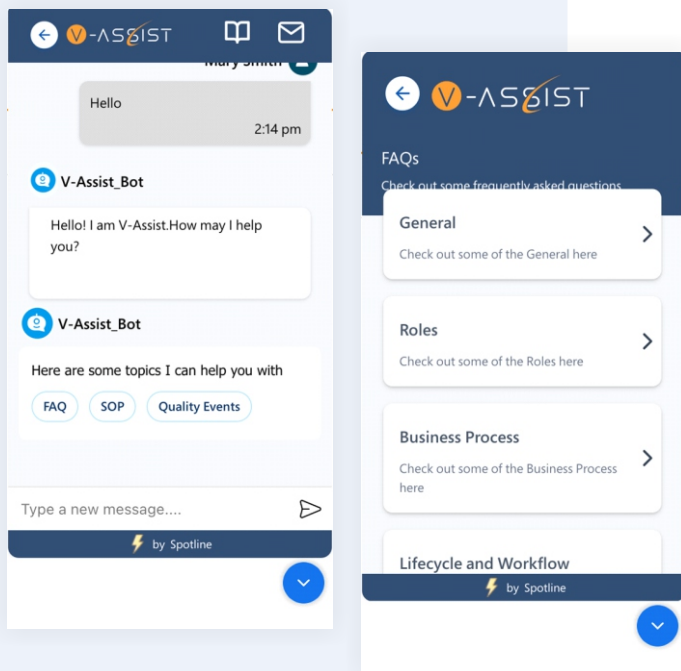
V-ASSIST

Extend the
business value
of Veeva
Solutions



Overview

Spotline V-Assist is an **AI-powered assistant** designed to supercharge the user experience for your Veeva Vault Applications (Vault Quality, Vault RIM, VaultClinical Operations, Vault Safety, Vault PromoMats, and Vault MedComms) and provide “in-the- moment” insights when it’s needed the most. This added intelligence allows your users to quickly and efficiently get the answers they need to remove common bottlenecks and **accelerate your critical business processes for best-in-class efficiency and optimization.**



Key Highlights



**Intuitive Smart
Digital Assistant**



**Natural language
and Generative AI**



**Purpose-built for
Veeva Vault
Applications**



**Available 24/7
& in real-time**

V-ASSIST

“In-the-moment” Virtual Assistance for Veeva Vault Business Users

Enhance Productivity & Efficiency

Dynamic smart conversations to aid Vault business users in real-time to speed up business processes

Improved User Experience (UX)

Enable users intuitively right inside of Veeva Vault UI to get immediate assistance for common queries

Reduce Veeva Support Overhead

Purpose-built to provide instant and latest SOP, training material, and specific business process information 24/7

Increase Visibility & Optimize Support

Full insight via dashboards and have visibility into common queries and challenges faced by the business users

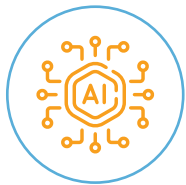
Spotline V-Assist Value Summary



V-Assist Bot for Veeva Solutions is not a common “off the shelf” chatbot; it uses advanced NLP and Generative AI to help business users in their day-to-day functions



Pre-built connectors to ServiceNow



Generative AI to take your existing SOP, work instructions, knowledge base as an input to answer user queries



Deployment in as little as 4-6 weeks



In app experience that provides immediate “In the Moment” assistance to users



Live Chat support –Automatic transitioning of the live conversation to a support team member with automatic ticket creation in ServiceNow

