

# Ask the Expert: AI Q&A Session

Regan Knepp, Community Events & User Groups Lead, Boomi

boomi



# Upcoming Community Events

## Ask the Expert: Architecture

- **Date:** April 7, 2026
- **Time:** 1:00 PM EDT

Join us for Boomi Office Hours – your go-to Q&A session led by Boomi Professional Services experts!

## Higher Education User Group Virtual Meetup

- **Date:** April 8, 2026
- **Time:** 2:00 PM EDT

We invite you to our monthly Higher Education User Group meeting, a dedicated platform for professionals in the education sector to connect, share, and learn.

## API Management at Scale with Boomi

- **Date:** April 16, 2026
- **Time:** 12:00 PM AEST

Learn how to efficiently manage and scale your APIs with Boomi's powerful platform using proven best practices, techniques, and tools to build robust, scalable solutions.

Join us at Boomi World 2026  
as we accelerate what's possible  
through AI-driven integration,  
automation, and intelligence.

**Be part of what's next.** From breakthrough innovations and bold keynotes to hands-on sessions and dynamic networking, this is where **AI ambition turns into AI action.**

# Boomi World 2026

May 11–14, 2026 — Chicago, IL

WHY ATTEND BOOMI WORLD?

## **Build the Future**

See how the **Boomi Enterprise Platform** helps organizations **activate agentic AI** to drive intelligent automation and transformation.

## **Accelerate What's Possible**

Learn from peers and experts who are **connecting data, simplifying complexity, and scaling smarter** across every part of their business.

## **Connect and Collaborate**

Join a **global community of innovators** leading the **next wave of agentic transformation.**

## **Get Trained and Certified**

Boost your expertise through **pre-conference training and certification** on key Boomi technologies to stay ahead in a rapidly evolving landscape.

**Boomi World is where vision meets velocity and the future starts moving faster.**

[Register Today at BoomiWorld.com](https://www.boomi.com/boomiworld)



## Mark Dawson

Agentstudio and Integration -  
Technical Training Lead

Boomi

- Joined Boomi in 2025
- Located in Vancouver, Canada
- 5+ years IT Trainer and Instructor
  - Healthcare specific application training for physicians, and other healthcare specialists
  - Retail (POS, Inventory Management, Promotions, Cash Office applications)
  - AI Agent Development for Scenario Based learning paths
- Experienced with Integration and Automation
- AI Enthusiast

# Questions



**Question:**

How to leverage AI for Boomi related processes?



# How to Leverage AI for Boomi Related Processes

The Platform includes a number of AI Agents that you can use right out of the box. If you have Agentstudio as part of your plan, using **Platform Agents** does not count against your plan.

**Boomi Marketplace** is where you can access *ready made agents* or other solutions. These agents, if you deployed them in your account, would count against your Agentic Plan.

My Agents

Platform Agents

Agent Name	Description
 Boomi GPT	Describe what ...
 Boomi DesignGen	Ask GenAI to d...
 Boomi Pathfinder	Provide patent...

Boost productivity with **100+** AI Agents ready to assist

→ [Explore Agent Templates Gallery](#)

# How to leverage AI for Boomi related processes

Explore the following AI agents available in the Platform:

- [Boomi GPT](#) - Enter your prompts in a conversational user interface, and Boomi GPT orchestrates Boomi DesignGen, Boomi Answers, and Boomi Scribe to help you achieve your business goals.
- [DesignGen](#) - Design integration processes with generative AI based on 300M+ patterns and best practices and refine them to fit your requirements.
- [Scribe](#) - Let generative AI write documentation for your existing and new integration processes.
- [Answers](#) - Get quick answers to your questions about the Boomi Enterprise Platform using knowledge from Help.Boomi.com and the Boomi Community.
- [Pathfinder](#) - Get automated data mapping and recommendations for the next steps in building integrations.
- [DataDetective](#) - Protect sensitive information with AI-powered data classification and track data movement across regions.
- [HubGen](#) - Let generative AI build model drafts in Hub based on your data synchronization goals.
- [Resolve Agent](#) - Get quick solutions to your integration process errors using knowledge from Help.Boomi.com and the Boomi Community.
- [API Documentation Agent](#) - Autonomously generate business and technical documentation from API definitions to accelerate time-to-market and increase adoption.
- [API Design Agent](#) - Rapidly design APIs and generate comprehensive, deployment-ready 3.1.0 OpenAPI specifications.
- [Integration Advisor Agent](#) - Optimize your integration and identify areas for improvement using AI analysis based on Boomi best practices.
- [Data Connector Agent](#) - Autonomously build custom data connectors for any REST based data source. Accelerate ELT pipeline development up to 30x faster.

# How to Leverage AI for Boomi Related Processes

Let's take a quick look at a few of the In-Platform Agents:



Boomi GPT



Boomi DesignGen



Boomi Resolve

**Question:**

What are some prompt ideas for Boomi DesignGen?



# Prompting for Design Gen

## Key elements to include:

- Business objective
- Source and destination systems
- Specific connectors to use
- Data transformation steps
- Flow sequence



Boomi DesignGen

# Sample prompt for Design Gen

*Create a process that retrieves attachments associated with a Salesforce object and writes them to disk. It starts with a Salesforce connection to the Account object. A data process step splits the attachments. The resulting attachment ID is then queried using another Salesforce connection. Before writing the file to disk, a set properties step sets the file name and directory. A message step stores the extracted entities and a data process step is used for decoding the data. Finally the data is written to a disk connection.*

## NOTE:

- Boomi DesignGen only supports **English language** prompts
- It has **no memory** of previous conversations - *copy and paste previous prompts with edits if you need to refine them*
- You can edit the generated design before finalizing it in the process canvas

# Boomi Resolve

## Steps to Generate Solutions

### 1. Navigate to Process Reporting

- Go to **Manage > Process Reporting** in Integration
- By default, you'll see all processes executed in the past hour

### 2. Filter for Errors

- Click on the **Error** tab to view processes with errors
- *Optional:* Apply additional filters to refine your search

### 3. Select the Error

- Click on the timestamp of the process you want to troubleshoot
- Click on the error message to view detailed error information

### 4. Generate the Solution

- In the **Document Error Details** pane, review the error details
- Click **Generate Solution with Resolve Agent**
- The agent will analyze the error and provide troubleshooting recommendations along with relevant articles

### 5. Use the Solution

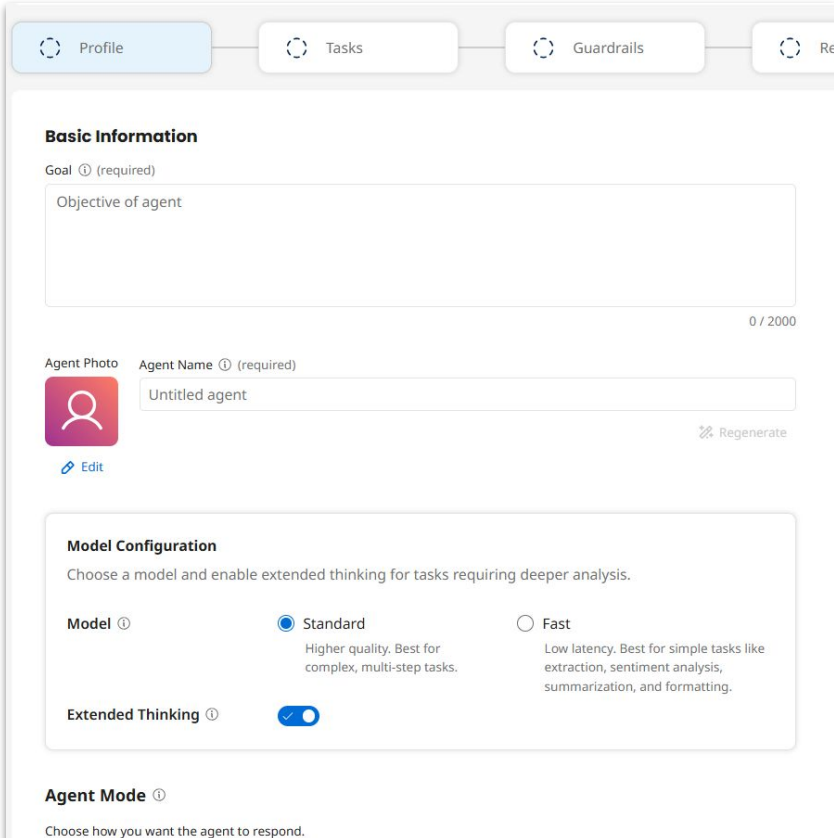
- Review the generated solution and recommended resources
- *Optional:* Click the **Copy icon** to copy the solution in Markdown format for your records

**Question:**

What are some Boomi AI capabilities?



# What are some Boomi AI capabilities?



The screenshot shows the Boomi AI Agentstudio configuration interface. At the top, there are four tabs: Profile, Tasks, Guardrails, and Re. The 'Profile' tab is active. Below the tabs, the 'Basic Information' section contains a 'Goal' field with the placeholder text 'Objective of agent' and a character count '0 / 2000'. Below this is an 'Agent Photo' field with a red profile icon and an 'Agent Name' field with the placeholder text 'Untitled agent' and a 'Regenerate' button. Below the 'Agent Name' field is an 'Edit' button. The 'Model Configuration' section contains a heading 'Choose a model and enable extended thinking for tasks requiring deeper analysis.' Below this are two radio buttons for 'Model': 'Standard' (selected) and 'Fast'. Below the 'Standard' radio button is a description: 'Higher quality. Best for complex, multi-step tasks.' Below the 'Fast' radio button is a description: 'Low latency. Best for simple tasks like extraction, sentiment analysis, summarization, and formatting.' Below the 'Model' section is an 'Extended Thinking' toggle switch, which is currently turned on. At the bottom, the 'Agent Mode' section contains a heading 'Choose how you want the agent to respond.' and two radio buttons: 'Conversational' (selected) and 'Structured'.

You can build custom AI Agents inside Boomi's Agentstudio, and you can choose between *Conversational* or *Structured* AI agents.

## Agent Mode ⓘ

Choose how you want the agent to respond.

Conversational

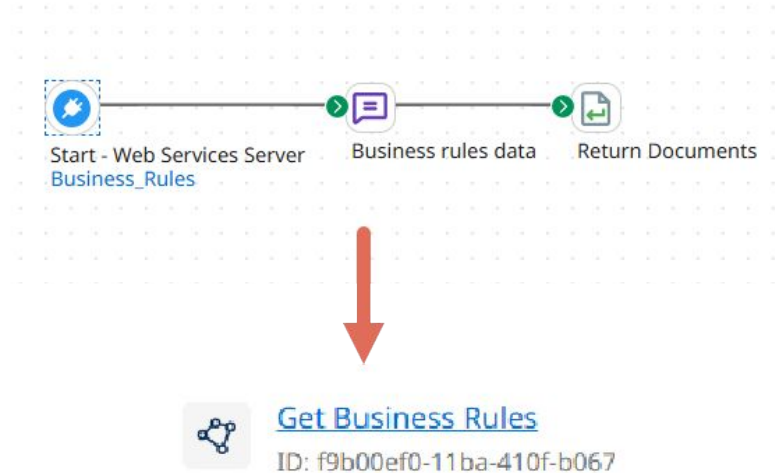
Uses natural language for interactive conversations in Chat experiences.

Structured

Accepts and returns structured data for use in automations such as Agent Step in Integration processes.

# What are some Boomi AI capabilities?

You can build custom Integration processes to deploy for Agents to use as *Tools*.



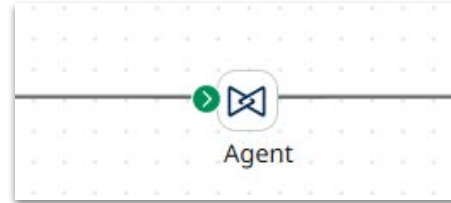


**Question:**

How do you incorporate agents with processes that have custom connections or custom records?

# How do you incorporate agents with processes that have custom connectors or custom records

- Agent Step



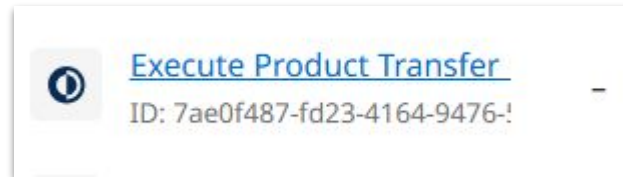
- API Tools

Create New Tool

Search tools API

Tool Name	Source	Tool Type	Description
ID: 2aff9e25-320d-4cac-b7ff-	-	API	Retrieve mo...
<a href="#">DC Network</a> ID: 8669f51c-f187-4f1a-8507-	-	API	Tool for det...
<a href="#">MCP agent</a> ID: 534d6e1f-626a-4715-887-	-	API	retrieves m...

- Integration Tools



## **Question:**

As Boomi continues to bring more AI capabilities into the platform, how do you see the role of integration architects evolving over the next 3–5 years?

Do you think AI will mainly help us move faster and improve productivity, or could we eventually see AI agents designing, building, and managing integrations with minimal human involvement?



# Integration Architects and their Evolving Role

- 3-5 years is a long horizon in the age of AI
- Yes, Agents will help build Integration Processes, and error handling is likely to improve.

## Governance, Capability and More - The data landscape is becoming more complex

- Someone still needs responsibility
- Backend connections, keys and tokens
- Complexity adds oversight needs
- Governance
- Localization
- Security

## The **Agentic** Integration Architect:

- Agents need tools
- API Management, MCP - Connect, Expose, and Deliver Integration Process curated information.

**Question:**

What are best practices for AI and Integration documentation?



# Best Practices for AI and Integration Documentation

- Brad Detlefsen leads a Boomi Integration 101 Course in August
- <https://usergroups.boomi.com/events/details/boomi-enablement-events-presents-boomi-integration-101-9/>

## Boomi Integration 101

Aug 21, 2025, 8:30 – 10:30 AM (PDT)

### Enablement Events

Join us for a comprehensive integration session. We'll guide you through each step to ensure a successful integration. Learn how to transform requirements into a functional integration, conduct effective testing, and deploy it correctly. Whether you're a beginner or in need of a refresher, this session is perfect for you!

\*Note: The event time above is displayed in your current time zone.

Enablement

Integration

Virtual Event

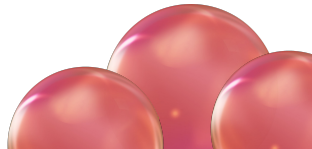


# AI Documentation



<Agent Documentation Example>							
Test Environment							
Agent Name	Goal	Agent Mode	Tools	Testing Notes	Failures	Fixes	
[Main]Distributuion_Agent	You are a supply and demand forecasting and ordering agent. Use tools to determine inventory concerns, shortfalls, demand and adjustments based on forecasts and data, and make suggestions.	Conversational	DC Network Get Business Rules Get Inventory Get Orders and Demand Supplier Info Role Overview Ordering Send Email (Gmail Application) Product Transfer Request	Each tool: <b>Success</b> Complex task 1: <b>Success</b> Complex Task 2: <b>Failure</b> (see note) Complex Task 3: <b>Success</b> Edge case 1: <b>success</b> Edge case 2: <b>success</b> Prompt injection attempt: <b>Unsuccessful</b> Further Testing March 31st to April 15th. Only failures to be reported.	1. [Formatting Drift] Ran into problems with Prompt tool (Product Transfer Request) not getting used properly by the agent. Request written by agent abandoned the format expressly set out in the prompt tool.	1. [Formatting Drift] Issue seemed to be that the agent wanted to add extra details in the 'transfer request' - Complex Task 2, and there was no parameter for it to do so. Added an 'Additional Notes' parameter and the agent returned to using the tool correctly.	

+ ☰ <Integration Name> <Integration Name1> <Integration Name2> <Integration Name3>



# Documentation

Use the 'Export Agent' Documentation to acquire some of this information, re-export Agent with changes when updated

## Document the agent's purpose/goal/role

- State what the agent does, what problems it solves, and what it's *not* designed to do
- Include scope boundaries so users and maintainers understand the limits

## Maintain a prompt/ instructions log

- Version-control your Agent instructions like code
- Document *why* specific instructions exist, not just *what* they say

## Inputs & Outputs

- Clearly document expected input/output formats, (Structured JSON) and any constraints or problems found

## Tools & Integrations

- List all tools the agent can call, with a description of what it does and when the agent should use it

## Guardrail Documentation

- What guardrails are in place
- Known triggers

## Testing

- Tests, results, fixes applied – what worked, why

## Ownership & Governance

- Agent owner (team or individual)
- Stakeholders who may need to approve instructions/prompt changes
- Link to any related Jira tickets, etc

**Question:**

Would like to hear about where the AI roadmap is headed within Boomi platform.



# Roadmap and Latest updates

Latest March Releases

<https://boomi.com/product-updates/>

<https://boomi.com/blog/?product=agentstudio&topic=product-release>

<https://marketing.boomi.com/Product-Roadmap-Webinar-Registration.html>

**Question:**

Are there any development of guardrails for AI?



# Guardrails

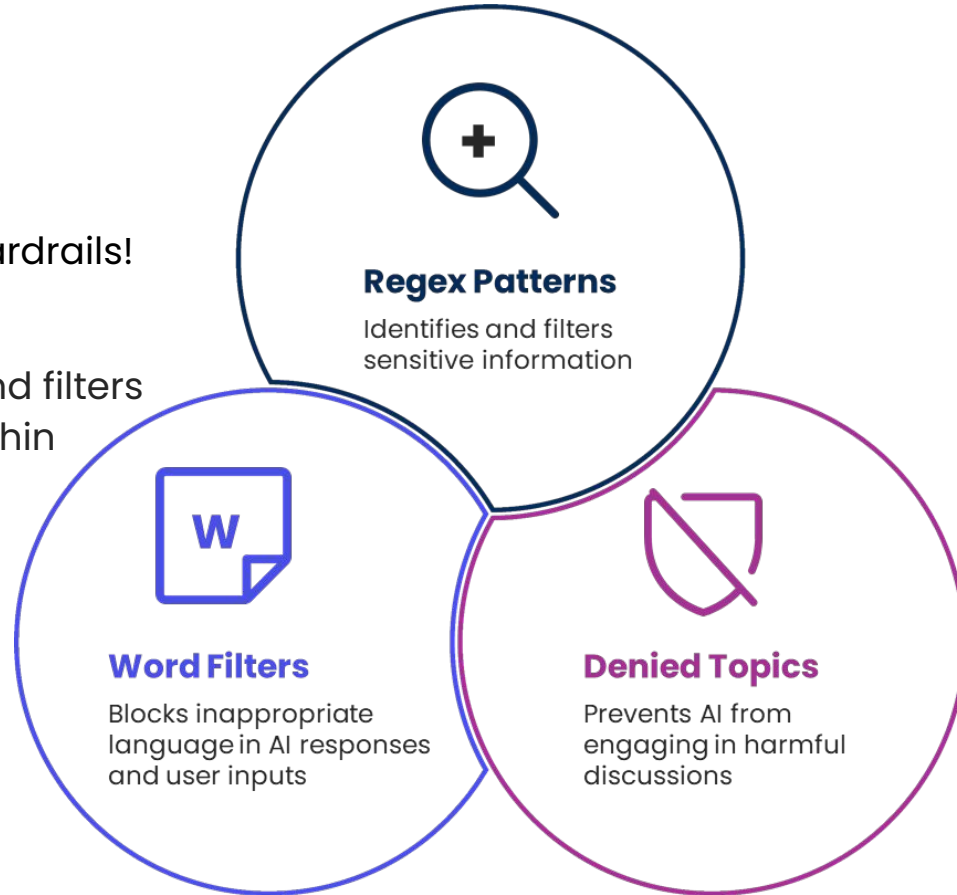
By default, all agents created in the Agent Designer have the following default guardrails applied. These cannot be removed or altered:

- **Profanity detection** – prevents vulgar or offensive responses.
- **Prompt attack prevention** – Detects and blocks attempts to manipulate agent behavior and its guardrails through adversarial prompts.
- **General harmful content** categories – blocks categories such as hate speech, violence, self harm, and sexual content.

# Guardrails

You can also add your own Guardrails!

Set precise rules, restrictions, and filters so your agents only operate within approved parameters.



**Question:**

Can Boomi AI build a map script?



# Can Boomi AI build a Map Script?

Possibly... with caveats

## A prompt example:

Write a Boomi map script in Groovy 2.4 for a Map Function scripting step. The script should read an EDI 856 shipment status code and use switch-case conditional logic to map it to three outputs: a human-readable status description, a priority flag (HIGH, NORMAL, or LOW), and a requires action flag (Y or N). Handle the following status codes: CC (Confirmed/In Transit), DI (Delayed), NS (Not Shipped), OA (Out for Delivery), DL (Delivered), CA (Cancelled). Also handle empty/null input and any unrecognized codes by defaulting to HIGH priority and requiresAction Y. The input is: `inputs[0]` = Shipment Status Code (String). The outputs are: `outputs[0]` = Status Description, `outputs[1]` = Priority Flag, `outputs[2]` = Requires Action. Include comments explaining why a script is needed and add a try/catch for runtime errors.

Ready to try it out for yourself? Or take your experience further?

- **Guided Tour** <https://boomi.com/content/boomi-agentstudio-guided-tour/>

### Ask your CSM about:

- Agentic Launchpad
- Agentic Labs
- Workshops

### Instructor Led Training:

- **Building & Managing AI Agents – Instructor Led Training**  
(8 Hours of Instruction split into 2 days)



# Thank you