Ask the Expert: Integration Development Q&A Session

Regan Knepp, Community Events & User Groups Lead, Boomi

boomi

Upcoming Community Events

Financial Services User Group Virtual Meetup

- **Date:** August 13
- **Time:** 11:00 AM EDT

Join us online for our upcoming Financial Services User Group Meetup!

Boomi MFT Tech Lab: Modernizing File Orchestration

- **Date:** August 13
- **Time:** 10AM PDT | 1PM EDT

Join us for an intensive, hands-on technical workshop for a comprehensive overview and blueprint for modernizing file transfer infrastructure with Boomi.

Companion in Practice: Design, Build & Refine Boomi in Natural Language

- **Date:** August 19
- **Time:** 11:00 AM IST | 3:30 PM AEST

See Boomi Companion turn a plain-language prompt into a live, governed integration in one hands-on hour.

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https://usergroups.boomi.com/

Robby Schreffler

Integration Consultant
Boomi

- Been at Boomi for six years.
- Have experience in handling an assortment of clients, varying in size and complexity, and delivering integration solutions for their specific requirements in areas such as finance, e-commerce, HR, and B2B.
- My primary focus has been on e-commerce solutions, where I have honed my skills in utilizing Boomi Integration and API Management tools.
- I have also garnered moderate proficiency in working with Master Data Hub.

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AI & Boomi’s Future Direction

QUESTION

With AI coming to the forefront of tech, how will Boomi remain relevant/integrate into that market?

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Remaining Relevant in the AI Landscape

We already are! Multiple facets of the platform are primed to engage with AI

- Boomi ability to connect to anything is pivotal to supplying your organization's data to Agents to affect real outcomes.
- **Boomi Agent Studio** provides the ability to build and govern AI agents.
- **Boomi API Control Plane** allows for the exposure of API endpoints (from virtually any source) as an MCP server.
- **Boomi Companion** is available as a parallel development path that can be run in a terminal with tools like claude code and we're constantly improving it!
- **Boomi Connect** is a new, managed MCP connector service that gives any AI tool (Claude, Copilot, Gemini etc..) instant, governed access to enterprise applications like Salesforce, SAP, and Workday, with no custom integration work.
- Other products like **Boomi Orchestrate** are available for early access to further take advantage of AI to accelerate solution delivery across multiple Boomi products.

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QUESTION

What are upcoming updates on AI Agents, MCP Servers, and Boomi Companion? More on new Boomi features, roadmap strategy, AI usage

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Boomi’s Q3 AI Roadmap

Just a few points from our roadmap

File Uploads: Unlock new classes of agentic workflows, such as document extraction with OCR, data analysis, etc. with file uploads

BYOM: Bring your own models for better control, performance and data sovereignty

Agents in Runtime: Deploy agents to cloud, on-premises, or hybrid runtimes for better control, performance and data sovereignty.

Agent SDLC and Model Routing Enhance: Agent versioning, testing and evals and AI Gateway and SLM pipeline support.

MCP Server Connector: Reaching General Availability.

https://boomi.com/blog/boomi-product-roadmap-q3-2026-everything-you-want-to-know/

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QUESTION

How does integration development involve AI?

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Leveraging AI in Integration Development

How have I incorporated AI into integration development? *(Spoiler alert - from beginning to end)*

- Use case development
- Requirements gathering
- Functional and Technical Documentation
- Debugging
- Integration Sense Checks
- Testing Support
- Knowledge Transfers

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QUESTION

Do you find AI documentation of processes to be a hindrance or help? Any production use case?

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AI Process Documentation

Incredibly useful with a guiding human hand

- The component xmls only tells part of the story for a process.
- The more you can provide, the better results.
  - Step labels, component descriptions, component names can all play a part.
- For complex, multi process solutions - the benefits of engaging an LLM are vital for understanding upstream and downstream impacts to component changes.

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QUESTION

What patterns are you seeing for integrating Boomi with AI platforms, APIs, or event streaming tools like Kafka?

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Integration Patterns with AI and Message Services

- Using AI as a pre-processor, turning unstructured or non-traditional sources like documents or freeform text into structured data normal integration can actually consume.
- Using AI for fuzzy/abstract lookups, doing semantic matching or classification where traditional integration only handles exact-match rules
- Event driven solutions over poll and batch, event streaming lets Boomi react to events in real time instead of scheduled polling, decoupling systems that used to be tightly coupled through direct API calls

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Career Development/ Skills

QUESTIONS

What are some key recommendations for new integration developers?

What skills or certifications do you recommend for deepening Boomi/integration expertise?

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Resources for New Integration Developers

We offer a fantastic training portal covering the entire platform.

Start with Getting Started with the Boomi Platform and Integration Essentials.

- https://train.boomi.com/path/new-to-boomi

Then move to the integration developer path - the course guides itself.

- https://train.boomi.com/path/integration-developer

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Architecture & Design Patterns







QUESTION

How do you decide between sub-processes vs. routes?

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Process Route vs Sub Process

Points of consideration

- Why did I make the sub process?
  - Was it for canvas organization vs I have something that I want to be reusable.
- How reusable does the sub process need to be?
  - ie - Do I want to share the sub process across multiple other processes?
- Do I want the ‘code’ of the sub process to be managed independently?

Once I make the decision to use a process route, I design it with the intent that it can be used anywhere. I even apply concepts such as defining what pieces of information are required for it and explicitly throwing an error if those fields are missing.

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QUESTION

Tips for a full ERP migration/process redesign (vs. incremental fixes)

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ERP Migration | When to re-design processes vs incremental fixes

- It truly depends on the differences between the ERPs but I'd strongly lean towards re-design.
- ERPs often have customization purpose built for use and the new ERP may or may not be able to replicate that customization.

Points Of Consideration around Re-Design vs Incremental Fixes (generally speaking)

- Should the incremental fix be applied in Boomi? (Just because you can, should you?)
- Is the incremental fix something that is similar previous ones? (can you establish a pattern that can be codified into a process?)

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QUESTION

How to separate QA and production environments physically and logically?

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QA and Production Environment Management

- Understanding that runtimes come in a variety of types and that a runtime is attached to an environment.
  - I look at the environment as a container for your deployed code and environment specific configurations (endpoints for example).
- The systems integrated with help inform on these choices.
  - Example being databases - do you have separate database servers? Or are you doing something like having a single server that houses a ‘dev’ and ‘qa’ database.
- What is the scope of your QA?
  - Do you need to support high volume to test performance? Your QA runtime should be reasonably close in resources to production.

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QUESTION

How do you set up a process to run via a trigger?

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Triggered Process Set Up

- Technically, and (non-listener) process can be triggered via an Boomi Platform API call and this doesn’t require specific set up inside of the process.

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Technical / Connector Specific Issues

QUESTION

Workaround for avoiding hard coded credentials in an API Proxy (extensions not supported)

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API Proxy - Hard Coded Credentials Workarounds

- Making separate API Proxies (one for each environment) is really the only workaround.

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QUESTIONS

Background: *As we are transitioning from Salesforce SOAP connection to Salesforce REST, we are unable to use External ID for reference fields that was available in SOAP Operation. For that reason we have to make many calls to query the ID from Salesforce for many difference fields to be able to upsert a document where we could just use the External ID in the past. This makes the process run very long compared to SOAP.*

Is there a better way to handle this?

Why can't we use JSON files with Salesforce REST connector? Only XML profiles seem to be available.

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Salesforce REST Connector Questions

External Ids are supported for upsert operations with the Salesforce REST Connector. (Am I misunderstanding the question?)

https://help.boomi.com/docs/Atomsphere/Integration/Connectors/int-Salesforce_REST_operation_83522101-dc5c-4d56-9d38-6030cb9522a9

Regarding using JSON instead of XML - please submit an enhancement request!

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QUESTIONS

How to efficiently troubleshoot integration error "Error indexing document. Could not determine value for Index key". Is there a way to see which source record caused the error?

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Document Cache - Error Indexing Document Debug

As you know - document cache errors don't always fail gracefully. The nature of this one is simply that the index you defined doesn't have a value for the inbound document.

This error registers as a document error meaning it is captured by a try catch and will go down the catch path. If you have error handling in place, you may be able to leverage that to do it.

Failing that - when I've helped debug this issue I've both created a simulated process to test the dataset with OR i've put in place a try/catch with a notify (at a minimum) to try and capture the erroring record.

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QUESTIONS

Bulk insertion and bulk update on database (Database v2)

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DB V2 Bulk Insert

There is a platform enhancement request in place to add this!

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Questions

Thank you

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