Agentic Drawdown — Frequently Asked Questions

AGENTIC DRAWDOWN · SALESFORCE AGENTFORCE · ILPA STANDARD · NOXTARA LLC

Pre-Purchase Questions

1. What Salesforce editions are supported?

Agentic Drawdown requires Salesforce **Enterprise Edition** or higher (Enterprise, Unlimited, Developer). **Lightning Experience** must be enabled. Classic UI is not supported.

2. Does this require an Agentforce license?

Yes, for the AI agent functionality (natural language capital call creation). However, the **Command Center LWC**, all **Apex business logic**, and the **approval workflow** work without an Agentforce license — you can use the platform as a non-AI automation tool if needed, driving operations through standard Salesforce UI.

3. Does it send data outside Salesforce?

No. Agentic Drawdown makes zero external HTTP callouts, creates zero OAuth tokens, uses zero Named Credentials, and stores zero data outside Salesforce. All processing — allocation math, Excel generation, email drafting — runs entirely within the Salesforce platform. The XLSX files are generated using a pure-Apex XML builder with no external library dependencies.

4. What ILPA standards does it follow?

The system implements the **ILPA Capital Call & Distribution Template** including: - **Section A** — Fund-level summary with category breakdown - **Section B** — Per-LP allocation detail with unfunded balance reconciliation - **Inside/Outside Fund** classification (ILPA Column L) — distinguishes principal vs. conduit transactions - **Inside/Outside Commitment** classification — tracks unfunded balance impact - **7 ILPA deal disclosure fields** — deal name, description, TEV, closing date, TTM EBITDA, geography, industry, strategy - **Fee methodology transparency** — calculation basis, rate, offset/waiver disclosure - **Subscription credit facility disclosure** — lender, size, maturity, outstanding, drawdown limit, use of proceeds - **LPA citation specificity** — references a specific section (e.g., "Section 3.1"), never generic

5. How does it handle financial rounding?

All monetary arithmetic uses `Decimal` types (never floating-point `Double`) with explicit rounding: - **Currency values:** 2-decimal scale with `HALF_EVEN` rounding - **Percentage values:** 6-decimal scale - **Remainder correction:** Applied to the largest LP allocation. If the remainder exceeds $1.00, it's treated as a structural shortfall and skipped — preventing massive overbilling - **Result:** The absolute sum of LP allocations equals the exact fund-level total call amount

6. Can it handle targeted calls to specific LPs?

Yes. Two modes via `Capital_Call__c.Scope__c`: - **Exact Amount Override:** Each targeted LP has a specific amount (via `Capital_Call_Target__c.Amount_Override__c`) - **Relative Pro-Rata:** No amount overrides — allocates using sum of targeted LP commitments as denominator

Mixed mode (some LPs with amounts, some without) is **automatically rejected** as invalid. Targeted calls are incompatible with excuse rights.

7. Does it support excuse rights?

Yes. The allocation engine maintains dual pro-rata maps: - **All LPs (allProRataMap):** For non-excusable categories — Management Fees, Partnership Expenses - **Active LPs (activeProRataMap):** For excusable categories — Investments, Working Capital, etc.

Excused LPs receive notices showing $0 investment allocation and their non-excusable fees. Per-LP excuse reasons are tracked and displayed in the Command Center and notice letters.

8. What are the 8 valid ILPA capital call categories?

1. **Investments** (Inside Commitment)
2. **Management Fees** (Outside Commitment — non-excusable)
3. **Partnership Expenses** (Outside Commitment — non-excusable)
4. **Working Capital** (Inside Commitment)
5. **Placement Agent Fees** (Outside Commitment)
6. **Subscription Facility Fees** (Outside Commitment)
7. **Subsequent Close Interest** (Outside Commitment)
8. **Other** (configurable commitment type)

> **Important:** Carried Interest Clawback is a **distribution** type (money flowing from GP back to Fund). It must **never** be included as a capital call category. If submitted, the system rejects it.

9. Does it generate wire instructions in notices?

Yes. Six banking fields on `Fund__c` — Bank Name, ABA Routing Number, Account Number, Bank Address, Bank Contact, and SWIFT/BIC Code — automatically populate the ILPA notice letters and Excel attachments.

10. How are management fees configured?

Management fee configuration is per-fund: - `Mgmt_Fee_Rate__c` — Fee rate (percentage) - `Mgmt_Fee_Calculation_Basis__c` — Calculation basis (e.g., committed capital) - `Mgmt_Fee_Commitment_Type__c` — Inside or Outside Commitment

The notice letter includes fee methodology transparency: actual calculation (fee base × rate), implied rate, and offset/waiver disclosure when applicable.

Post-Install Questions

11. Why do I need to deploy unmanaged metadata?

Salesforce 2GP managed packages **cannot include** `GenAiPlugin`, `GenAiFunction`, or `ValidationRule` metadata types. These must be deployed separately via SFDX CLI as unmanaged metadata. The components are: - 1 GenAiPlugin (the Agentforce Topic) - 5 GenAiFunction definitions (with input/output schemas) - 3 Validation Rules on `Capital_Call__c`

12. How do I set up branding for notices?

Navigate to **Setup** → **Custom Metadata Types** → **Drawdown Global Setting** → **Manage Records** → **Edit "Default"**.

Critical: Edit the **V2 fields** only (e.g., `Firm_Name_V2__c`, `Global_Signatory_Name_V2__c`). The V1 fields are locked by the managed package (`DeveloperControlled`). The V2 fields are `SubscriberControlled` and editable.

The system resolves values using `resolveV2()`: prefers V2 if non-blank, falls back to V1.

Fund-level overrides take priority over CMDT: `Override_Signatory_Name__c`, `Override_Signatory_Title__c`, `Override_Support_Email__c` on the Fund record.

13. How do I set the designated approver?

Set the **`Designated_Approver__c`** field (User lookup) on the `Fund__c` record. When a Capital Call transitions from Draft to Pending Approval, the before-update trigger automatically stamps this approver onto the Capital Call record. Only this user can approve or reject.

14. Why is my allocation stuck in "Calculating"?

The Queueable Finalizer normally catches platform crashes and sets the status to "Failed" with a diagnostic reason. Check the **`Allocation_Failure_Reason__c`** field on the Capital Call record.

If the Finalizer also failed (rare — typically an org-wide platform outage): 1. Manually update `Allocation_Status__c` to `'Failed'` 2. Investigate the reason in Drawdown Log records 3. Re-run the allocation

15. Can I customize the email template?

Yes. Set the **`Default_Notice_Email_Body__c`** field (Long Text Area) on the Fund record with HTML content.

Supported merge tokens: | Token | Resolves To | |---|---| | `{fundName}` | Fund name | | `{capitalCallNumber}` | Capital Call auto-number (e.g., CC-0005) | | `{lpName}` | LP entity name | | `{totalCallAmount}` | LP-specific total amount (formatted) |

When blank, the system uses the default ILPA Cover & Description Letter format.

16. How do I enable detailed logging?

Edit **`Drawdown_Debug_Setting__c`** (hierarchy custom setting): - **`Enable_Detailed_AI_Logging__c = true`** — enables persistence of INFO and WARN log records - ERROR logs **always persist** regardless of this setting

View logs: App Launcher → Drawdown Logs → filter by Capital Call, Log Type, or Severity.

17. What happens if an LP name can't be matched?

The system uses two-phase resolution: **exact match** → **fuzzy match**.

The behavior is asymmetric by design: - **Targeted LPs:** Any unresolved name causes a **hard abort** (`Allocation_Status__c = 'Failed'`). Silently dropping a targeted LP would be a financial integrity violation. - **Excused LPs:** Proceeds with resolved LPs, logs a **WARN**. Fewer excused LPs is the conservative (safer) outcome.

Both resolution methods return a list of unresolved names for diagnostic purposes.

18. What happens when branding settings change?

CMDT and Fund override changes **do NOT retroactively update** already-drafted emails. To apply updated branding: 1. Delete existing draft emails from the Command Center 2. Re-run the Draft Notices action 3. New drafts will use the updated branding values

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Technical Questions

19. What is the `noxtara` namespace?

`noxtara` is the managed package namespace. All custom objects, fields, classes, and components are prefixed (e.g., `noxtara__Fund__c`, `noxtara__Capital_Call__c`). This ensures no naming conflicts with other installed packages.

20. Why doesn't the permission set include Contact access?

By design — this is an **ISV security pattern**. Under Salesforce's Private Organization-Wide Default (OWD) sharing, standard SOQL queries for Contact fields through relationships (e.g., `LP_Contact__r.Name`) silently return `null`.

To work around this, three classes use `private without sharing` inner classes that elevate Contact read access only when strictly required: - **`ContactEmailElevator`** in `DraftNoticesBatch` — for email addresses - **`ContactNameElevator`** in `CalculateAndGenerateNoticeQueueable` — for notice names - **`LPNameResolver`** in `ExtractFundingRequestAction` — for fuzzy name matching

DML operations remain in the outer `with sharing` class.

21. What happens if `Pro_Rata_Percentage__c` shows 0%?

`Pro_Rata_Percentage__c` is a **formula field**: `Committed_Capital__c / Fund__r.Target_Size__c`. It's never set programmatically.

Check that both `Committed_Capital__c` on the LP Commitment and `Target_Size__c` on the Fund are populated and greater than 0. A Fund Target Size of 0 triggers the divide-by-zero guard and aborts allocation with a "Failed" status.

22. Can the unfunded balance go negative?

Yes — this is legitimate in private equity (e.g., recallable distributions reinvested). The system uses a **soft guard**: - `percentOfCommitmentFunded` is **capped at 100.00%** - `unfundedBalanceNegative: true` flag set in the notice JSON - Letter narrative includes an explanatory footnote with the absolute overage amount - The actual negative value is **not clamped** — it flows through for audit reconciliation

23. What is the V1/V2 field pattern on the CMDT?

Managed packages lock CMDT field values using `DeveloperControlled` protection. To allow subscribers to customize, Agentic Drawdown uses dual fields: - **V1 fields** (e.g., `Firm_Name__c`) — locked, contain defaults, retained for backward compatibility - **V2 fields** (e.g., `Firm_Name_V2__c`) — `SubscriberControlled`, editable by customers

Apex code uses `resolveV2(v2Value, v1Value)`: if V2 is non-blank, use V2; otherwise fall back to V1. **Always edit V2 fields.**

24. What is Inside/Outside Fund vs. Inside/Outside Commitment?

These are **two distinct ILPA classifications** that must not be conflated:

Classification	Definition	Example
Inside Fund	The Fund acts as principal	Management Fees, Partnership Expenses, Investments
Outside Fund	The Fund acts as conduit	Subsequent Close Interest (SCI)
Inside Commitment	Reduces LP's unfunded balance	Investments, Working Capital, Capital Contributions
Outside Commitment	Does NOT reduce unfunded balance	Management Fees, Placement Agent Fees

The notice JSON carries both separately: `insideOutside` (Fund) and `commitmentType` (Commitment).

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