

You already own Pulse. Merito builds what runs on it.

Merito engineers design, build, and run the Pulse rules, actions, and integrations that connect qTest to the systems your teams already work in. Including, ServiceNow to Jira, Azure DevOps, Slack, Microsoft Teams and many more. Test data moves between those systems in real time, and with no need to re-key anything by hand.

Fortune 500

clients served across a range of industries

10+

systems integrated with qTest, including ServiceNow, Jira, ADO, Slack, and Teams

Real-time

defect and status sync, bi-directional and event-driven

Hands-on

training and mentoring built into every engagement

Automation that pays back in released engineering time

Manual coordination between test, ticketing, and reporting tools is where release cycles leak time and money. Someone re-keys a defect status. Someone else waits on an admin queue for project access. Leadership asks for adoption numbers and a QA lead spends time pulling three exports into one spreadsheet. None of that work is represented in a project plan, and all of it comes out of engineering time.

Pulse is the rules engine that removes those hand-offs and even more importantly, it ships with your qTest license. What it does not ship with is the JavaScript, the webhook design, and the field mapping that make it work against your tech stack. That is the work Merito does.

WORKFLOW	BEFORE MERITO	WITH MERITO
Ticket and project access	Manual	Automated
Defect status updates	Manual	Automated
Cross-team notifications	Manual	Automated
Adoption and quality reporting	Manual	Automated

WHAT CHANGES FOR YOUR TEAM

Defect status stays current in both systems without anyone making dual entry updates.

Critical issues land in Teams or Slack the moment they are flagged, well before the next stand-up.

New hires get project access automatically instead of sitting in an admin queue.

Leadership watches adoption and quality trends on a live dashboard rather than a quarterly export.

Nobody reconciles spreadsheets pulled from three different tools.

20+

automated triggers configured per integration

36+

workflow automations delivered in a single engagement

A complete integration and automation practice around Pulse



One engagement, seven capability areas. Each one removes manual work from the testing lifecycle and puts trustworthy data in front of the people who need it.

Platform administration

Installation, upgrades, and health monitoring for the Tricentis and qTest platform, with documented change control and stakeholder communication built in.

System to system integration

Event-driven webhooks connect qTest to ITSM, ticketing, and messaging platforms. Error handling and field history are maintained on both sides, so a failed call surfaces instead of disappearing.

Automated provisioning

Users are assigned to the right qTest projects automatically from ticketing data, with confirmation and access notifications sent without manual follow-up.

Defect sync and alerting

Flagged defects sync bi-directionally in real time. Critical updates push straight into Teams or Slack, so nothing waits for a status meeting.

KPI definition and reporting

Merito defines adoption and quality KPIs with your leadership, builds the queries behind them, and delivers reports on a schedule, exported and ready to share.

Executive dashboards

End-to-end dashboards pull metrics from every connected system into one view, refreshed and shared with leadership on a regular cadence.

Training and mentoring

Every engagement ends with hands-on training on qTest, Pulse, and each integrated system, plus dedicated mentoring sessions that leave your team able to extend the solution themselves.

Every capability, fully owned

Each integration ships with documentation, monitoring, and a named Merito engineer on point. When something needs attention, your team already knows who to call and where to look.

Built to extend

ServiceNow is the example customers ask about most, and it has no off-the-shelf Pulse action. Merito writes it. The same webhook and automation framework connects Pulse to Jira, Azure DevOps, Slack, Microsoft Teams, and effectively any REST-enabled system in your stack.

Proven at scale

Merito engineers have delivered Pulse integration and automation programs across regulated, high-availability industries.

Energy and Utilities / Financial Services / Retail and Consumer / Healthcare / Manufacturing / Technology

How an engagement runs

01

Discover

Document workflows, integration points, and KPI targets with stakeholders.

02

Integrate

Configure and verify webhooks and sync rules between qTest and your systems.

03

Automate

Ship provisioning and notification automations, then build the KPI dashboards.

04

Enable

Train your team hands-on with dedicated mentoring so they own the solution.

TYPICAL TIMELINE

6 to 10 weeks from discovery through enablement (depending on scope).

TEAM ON YOUR ENGAGEMENT

A dedicated integration engineer and delivery lead work alongside your team.

WHAT YOU WALK AWAY WITH

Live integrations, dashboards, and a trained team, documented and ready to run.

Ready to connect your test data to the rest of your business?

Book a session with our integration team to scope your Pulse automation against your stack.

[Book a session](#)