

Approach to LLMs: flexible by design, governed by default

AI models are changing fast, and software testing is one of the clearest areas where they can add value — from generating test cases and automating tests to creating test data and improving test insights.

Four challenges enterprises need to solve

1

Governance
Testing touches important business processes and sensitive information. Teams need the right controls around usage, data handling, and oversight.

2

Choice
Teams want freedom to use the model that best fits their needs — for test case generation, security, or governance — rather than being tied to a single option.

3

Change
AI models are updated often. Teams need consistency, visibility, and confidence as AI becomes part of workflows they already rely on.

4

Cost
As AI scales across the testing lifecycle, businesses need clear visibility into how usage and spending are growing over time.

Core philosophy: flexibility first

Test Cloud is built to enable customers to leverage their preferred LLM — including home-grown or custom models — giving teams more freedom as AI continues to evolve, while keeping everything inside an enterprise software testing platform designed for governance and control. Customers can move forward with AI without feeling locked into one approach from the start.

AI Trust Layer

Governance by default

The control system around AI usage in Test Cloud — designed to help customers use AI with the kinds of safeguards enterprises expect, as they begin using built-in agents, custom agents, and third-party agents across the testing lifecycle.

Usage auditing

Cost control

Context grounding

PII masking

MCP

Bring your own model

What this means for customers

1

AI across the testing lifecycle
Customers can use AI across software testing activities such as test design, automation, execution, and management, rather than managing it as a disconnected point tool.

2

More control over how AI is used
With governance features such as usage auditing, cost control, context grounding, PII masking, and support for bringing their own model, customers can adopt AI inside a more controlled enterprise framework.

3

Long-term adoption that's easier to manage
As AI becomes a bigger part of software testing, customers need a way to introduce it into existing processes without creating unnecessary overhead for testing, governance, or platform teams.

4

Room to adapt over time
As models evolve and customer needs change, Test Cloud is designed to support a more flexible approach so teams can move forward without being tied to a single path.