

Frequently asked questions

Don't hesitate.... we are here to explain everything you might want to know. Let us help!

How easy is it to get up and running?

Really easy. You just need to follow the on-screen instructions to connect to Jira and Zephyr. If you want to add your cucumber tests from Jenkins, you will need to install our Jenkins Plugin (see below). We can also integrate with your on-premise systems and have integration kits for other tools, so let us know here if we can help

Can I get a demo or trial?

Yes, you can book a demo here. Alternatively, you can contact our sales team [here](#) for a trial license. Trial licenses are for 30 days, after which you will need to purchase a license

How can I ask for help?

You can contact us [here](#)

Pricing

neuro Pricing is based on several elements but there is No Data Limits, predictable pricing at scale, flexibility to grow your way. Please get in touch to discuss neuro pricing options

How do we make predictions?

We make predictions based on your data, our models are trained solely on your data and are calibrated based on our deep expertise in the subject area

How much data is required for predictions to be effective?

It depends on your projects and your team. If you already have data in your Jira instance then our predictions should kick in straight away

How easy is it to customise neuro?

Soon, we will be launching the ability for users to create and share their own charts. In the meantime, licensed customers can [contact our support team](#) to create new charts. We can integrate with other tools relatively quickly, so do let us know if there's something you need

What are the infrastructure requirements for neuro?

If you are running in the cloud, there are no requirements, neuro is software-as-a-service. For on-premise systems we can work with your team to deploy an agent as a container or onto an existing server

Does neuro push any information to host systems, or just pull requests?

neuro only receives data from source systems. When you make a change in your system, it will send us a "webhook" notifying us straight away

Is my data secure?

Yes. We operate in an AWS Virtual Private Cloud that complies with AWS and general security best practices. It is regularly penetration tested. Data that goes between our systems and your systems is encrypted in transit, and at rest

Can I control the data that is sent to you?

Yes, you control the source systems and can remove connections to different projects, systems, and even build jobs

How do we use the data we send you?

We use it to provide you with the features of the application, we do not use it ourselves, except to improve our application. We may in future use statistical and in-aggregate information in other ways

How do I terminate my account?

Your administrator can also raise a support request to terminate an account, or email us at hello@myneuro.ai

How do I install the Jenkins Plugin?

1. Open your Jenkins CI server on your browser and login as administrator
 2. Go to: Manage Jenkins > Manage Plugins > Available
 3. Search and Install "Notification Plugin"
 4. Select Advanced > Upload Plugin > Restart Jenkins
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Can you integrate with SAML Single-Sign On?

Yes, we can. Once you have purchased a license you can provide us with your SAML endpoint details
