Inbound Voice

Meeting customer service goals requires a delicate balance of delivering exceptional customer satisfaction while controlling costs and maintaining efficiency. We built ServicePattern™ to help you reach—and exceed—your goals. ServicePattern, and our Scenario Builder visual interface support the development of powerful inbound contact center applications to meet any need.

Highly Scalable to Meet Any Need

ServicePattern is extensively and continuously tested and verified for operation in environments consisting of thousands of concurrent agents – as many as 5,000 in a single cluster.

This testing, and our many deployments in high-volume, large scale, contact centers gives you peace of mind that we can grow with you, and that the platform simply works.

Every Call, Every Agent, is Special

Customers are happiest when they quickly reach the person who can solve their problem. Agents are only effective when they handle interactions that they are qualified for. Our tools help you effectively route incoming and ongoing interactions to the right person. Take advantage of our advanced skills-based routing capabilities to prioritize agents for certain call types, or to route calls to the appropriate queues. Build sophisticated treatments to reduce hold times, and ensure your callers talk to the right agent, sooner.

And we support outbound call center agents on the same platform, providing you with the utmost in flexibility. Allocate your resources and adjust your campaigns at will. Develop more sophisticated campaigns that make better use of your workforce.

Manage Quality With the Right Tools

Track performance and service levels with our built-in supervisory tools, to ensure maximum efficiency and caller satisfaction. Your supervisors can not only monitor calls three different ways, they can grade agents in both real-time, or offline. Further, each service queue can have an after-call survey configured with results propagated into historical reports for service queues, teams and individual team members. Customize your grading schemes and aggregate data for historical reporting.

Unique in the industry, ServicePattern lets you measure and react to service quality issues across different channels. So instead of fractured data, you get true insights that support sound strategic and tactical decisions.

User-friendly, Web-based Interface

We designed and built our user interface based on decades of laboratory and field research and direct experience. Why? When it's easy to see how to configure your contact center for best practices, you're more likely to take advantage of them. Powerful functionality is wasted when it is too hard to find or figure out. ServicePattern makes it easy to be a top performer with simple but strong security, and easy-to-navigate supervisor desktop, agent desktop and administration tools.

Full-featured Interactive Voice Response

Our feature-rich Interactive Voice Response capability supports effective self-service as it allows you to identify callers and to collect relevant data for precise routing, segmentation, and prioritization. Build sophisticated inbound voice applications that are powerful but easy-to-use for your callers.

Our visual Scenario Builder interface with drag-and-drop makes building logic flows a breeze. Use Scenario Builder to quickly develop sophisticated interactive voice response applications that play prompts, collect digits, and more.

Outbound Voice

Fully integrated with inbound features, our outbound capabilities keep your agents busy and your answer rates up. All changes to campaigns take effect on the fly, so you can adjust to load changes in real time. Linked campaigns let you automatically supplement lists that are drying up, keeping agent occupancy at the highest levels, without having to manually intervene. Lists can be used in multiple campaigns, and multiple lists can be assigned to a single campaign.

Web Chat

Web chat can lower costs, improve customer satisfaction, and increase online revenue. Chat buttons on your website encourage your customers to find their own answers with the confidence that a real person is only one-click away.

We recommend that you deploy web chat as an integral part of your customer service platform, to take full advantage of our unified reporting features.

Efficient Salesforce Users

Since we built ServicePattern on a philosophy of easy access to all relevant data, it is super-easy to access customer data stored in salesforce.com.

- Agent and supervisor desktops are built into Salesforce[†] (Service Cloud Console) for singleapplication
- login and a seamless experience.
- Account, contact, and any other salesforce.com object can be configured to pop with a call.
- Click-to dial-from is available from any salesforce.com form to save time dialing.
- Identify customers quickly—and increase self-service—by accessing salesforce.com data within IVR
- scenarios.
- The ServicePattern interactions history is directly linked with salesforce.com accounts and contacts data.

BrightPattern, Inc.
1111 Bayhill Drive
Suite 275
San Bruno, CA 94066

Next generation contact center in the cloud.

Sales & Partner Inquiries
+1 650-529-4099, Option 2
sales@brightpattern.com

Customer Support
+1 650-529-4099, Option 1
support@brightpattern.com

Press, Media, Analysts
+1 650-529-4099, Option 3
marketing@brightpattern.com

www.BrightPattern.com