BRIGHT PATTERN
customer experience leaders

the technology powering Republic Wireless's 100% remote contact center and agents

Republic Wireless

premium support for telecom

Republic Wireless has been able to deliver on its promise of affordable communication in part because of a lean customer service infrastructure. The company eschewed a traditional resource-intensive call center, using Zendesk ticketing for customer support instead. At the same time, membership growth and the development of new services and products resulted in more complex customer support needs. Republic Wireless had built up a loyal base with very low churn. It needed to keep customers happy while providing support efficiently, so it turned to Bright Pattern for help.

95% CSAT
100% remote
100% omnichannel

omnichannel contact center

Bright Pattern's omnichannel solution gives your organization the ability to seamlessly communicate with clients throughout their entire customer journey.

omnichannel benefits:

- empowered agents
- powerful omnichannel routing
- customizable journey builder
- robust analytics
- seamless channel switching

> "We're at 95% customer satisfaction. To do that without a brick-and-mortar call center, a lot of people think it's impossible. But we've done it. Working with Bright Pattern, we're able to help our members in a way that's based on the issue they are having."
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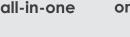> —Sean Rivers, Dir. of Operations Technology, Republic Wireless

innovation through agile cloud omnichannel

With Bright Pattern, Republic Wireless was able to deploy an omnichannel solution with a seamless Zendesk integration for a 100% remote workforce. It was able to attain a customer satisfaction rating of 95%, without needing a traditional brick-and-mortar call centers. Bright Pattern provided Republic Wireless a custom and flexible approach that empowers Republic Wireless to respond quickly to changing needs.

results of switching to Bright Pattern

After a successful migration, Republic Wireless associates now have the most up-to-date, technologically advanced software solution in the CX industry. In addition to the latest software, Republic Wireless has the capacity to scale at a moment's notice without the annoyance of having to deal with telcos or suffer drops in call quality.

| all-in-one | omni | single UI | easy | cloud | fast |

#1 omnichannel contact center vendor

meet our customer experience leader
Sean Rivers, Dir. of Operations Technology, Republic Wireless

Bright Pattern's customer experience leaders program recognizes top companies and industry influencers, leading digital transformation. Through the adoption of omnichannel software, these leaders are revolutionizing their industries and redefining what it means to provide excellent customer service.

read the success story

read the blog