

BRIGHT PATTERN vs. inContact



A G2 Crowd Customer Ratings Report

BRIGHT PATTERN



Ease of Doing Business With



Quality of Support



Meets Requirements



Ease of Admin



Ease of Setup



Is the product headed in the right direction?



Session Routing



Session Queuing



Session Summary Notes



Concurrent Calling



Administrator Access



Web Chat



What is your organization's estimated ROI on the product (payback period in months)?

11 Months

21 Months

How long did it take to go live?

2 Months

3 Months

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BRIGHT PATTERN

best ROI and time to go live of all CCaaS vendors

BRIGHT PATTERN

Improve your
customer
experience
faster than ever
before

[Learn more](#)

1.6 months

**Best
Est. ROI**
FALL
2019

2.8 months
G2 Average



G2 comparison scores in key satisfaction areas for CCaaS

[Learn more](#)

Ease of doing business



Quality of support



Ease of setup



Likely to recommend



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