

# BRIGHT PATTERN vs. Avaya Aura



A G2 Crowd Customer Ratings Report

## BRIGHT PATTERN



<b>Ease of Doing Business With</b> 91% Based on 24 answers to this question	69% Based on 8 answers to this question
<b>Ease of Use</b> 82% Based on 36 answers to this question	80% Based on 34 answers to this question
<b>Quality of Support</b> 90% Based on 32 answers to this question	81% Based on 30 answers to this question
<b>Ease of Setup</b> 84% Based on 24 answers to this question	71% Based on 7 answers to this question
<b>Is the product headed in the right direction?</b> 89% Based on 35 answers to this question	69% Based on 32 answers to this question
<b>Session Routing</b> 87% Based on 22 answers to this question	85% Based on 22 answers to this question
<b>Session Queuing</b> 88% Based on 22 answers to this question	86% Based on 22 answers to this question
<b>Concurrent Calling</b> 95% Based on 16 answers to this question	89% Based on 17 answers to this question
<b>Administrator Access</b> 89% Based on 15 answers to this question	88% Based on 14 answers to this question

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

11 Months 23 Months

How long did it take to go live?

2 Months 6 Months



# 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



[read g2 report](#)