

BRIGHT PATTERN vs. PureConnect



A G2 Crowd Customer Ratings Report

BRIGHT PATTERN



Ease of Doing Business With

Based on 24 answers to this question



91%

Based on 137 answers to this question

76%

Quality of Support

Based on 32 answers to this question



90%

Based on 157 answers to this question

77%

Meets Requirements

Based on 36 answers to this question



87%

Based on 160 answers to this question

84%

Ease of Admin

Based on 24 answers to this question



85%

Based on 134 answers to this question

78%

Ease of Setup

Based on 24 answers to this question



84%

Based on 131 answers to this question

72%

Is the product headed in the right direction?

Based on 35 answers to this question



89%

Based on 150 answers to this question

83%

Session Summary Notes

Based on 13 answers to this question



82%

Based on 84 answers to this question

79%

Concurrent Calling

Based on 16 answers to this question



95%

Based on 78 answers to this question

85%

Administrator Access

Based on 15 answers to this question



89%

Based on 99 answers to this question

85%

Reporting & Dashboards

Based on 20 answers to this question



74%

Based on 103 answers to this question

71%

Web Chat

Based on 7 answers to this question



90%

Based on 7 answers to this question

74%

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

11 Months

34 Months

How long did it take to go live?

2 Months

6 Months



read g2 report



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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