

BRIGHT PATTERN vs. PureEngage



A G2 Crowd Customer Ratings Report

BRIGHT PATTERN



Ease of Doing Business With 91% Based on 24 answers to this question	82% Based on 182 answers to this question
Ease of Use 82% Based on 36 answers to this question	80% Based on 224 answers to this question
Quality of Support 90% Based on 32 answers to this question	79% Based on 220 answers to this question
Meets Requirements 87% Based on 36 answers to this question	85% Based on 224 answers to this question
Ease of Admin 85% Based on 24 answers to this question	74% Based on 180 answers to this question
Ease of Setup 84% Based on 24 answers to this question	68% Based on 176 answers to this question
Is the product headed in the right direction? 89% Based on 35 answers to this question	86% Based on 215 answers to this question
Concurrent Calling 95% Based on 16 answers to this question	85% Based on 106 answers to this question
Administrator Access 89% Based on 15 answers to this question	86% Based on 130 answers to this question
Web Chat 90% Based on 7 answers to this question	83% Based on 7 answers to this question

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

11 Months

29 Months

How long did it take to go live?

2 Months

8 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](#)