

BRIGHT PATTERN vs. PureEngage



A G2 Crowd Customer Ratings Report

BRIGHT PATTERN



PureEngage

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 PAT•TERN

Best ROI and Time To Go Live of All CCaaS Vendors

BRIGHT PAT•TERN

Improve your customer experience faster than ever before

1.6 months

Best Est. ROI

2.8 months
G2 Average

High Performer

G2 comparison scores in key satisfaction areas for CCaaS

	Ease of doing business	Quality of support
BRIGHT PAT•TERN	91%	91%
NICE inContact	80%	79%
Genesys PureCloud	83%	75%

	Ease of setup	Likely to recommend
BRIGHT PAT•TERN	86%	84%
NICE inContact	78%	76%
Genesys PureCloud	84%	82%