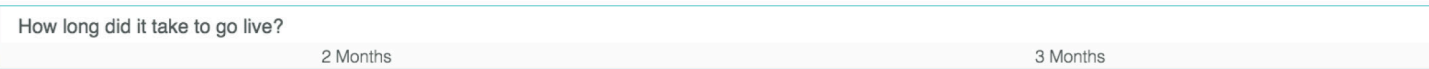
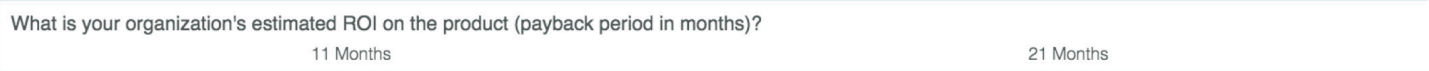


# BRIGHT PATTERN vs. inContact



A G2 Crowd Customer Ratings Report

## BRIGHT PATTERN



# 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**

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

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