# BRIGHT PAT·TERN vs. inContact

A G2 Crowd Customer Ratings Report

| | BRIGHT PAT·TERN | NICE inContact |
|---|---|---|
| Ease of Doing Business With | 91% Based on 24 answers to this question | 76% Based on 110 answers to this question |
| Quality of Support | 90% Based on 32 answers to this question | 72% Based on 146 answers to this question |
| Meets Requirements | 87% Based on 36 answers to this question | 82% Based on 157 answers to this question |
| Ease of Admin | 85% Based on 24 answers to this question | 80% Based on 113 answers to this question |
| Ease of Setup | 84% Based on 24 answers to this question | 73% Based on 111 answers to this question |
| Is the product headed in the right direction? | 89% Based on 35 answers to this question | 77% Based on 155 answers to this question |
| Session Routing | 87% Based on 22 answers to this question | 87% Based on 116 answers to this question |
| Session Queuing | 88% Based on 22 answers to this question | 87% Based on 118 answers to this question |
| Session Summary Notes | 82% Based on 13 answers to this question | 76% Based on 83 answers to this question |
| Concurrent Calling | 95% Based on 16 answers to this question | 86% Based on 64 answers to this question |
| Administrator Access | 89% Based on 15 answers to this question | 85% Based on 107 answers to this question |
| Web Chat | 90% Based on 7 answers to this question | 81% Based on 24 answers to this question |

| | BRIGHT PAT·TERN | NICE inContact |
|---|---|---|
| What is your organization's estimated ROI on the product (payback period in months)? | 11 Months | 21 Months |
| How long did it take to go live? | 2 Months | 3 Months |

# BRIGHT PAT·TERN

## Best ROI and Time To Go Live of All CCaaS Vendors

High Performer

### G2 comparison scores in key satisfaction areas for CCaaS

**Ease of doing business**

| | |
|---|---|
| BRIGHT PAT·TERN | 91% |
| NICE inContact | 80% |
| Genesys PureCloud | 83% |

**Quality of support**

| | |
|---|---|
| BRIGHT PAT·TERN | 91% |
| NICE inContact | 79% |
| Genesys PureCloud | 75% |

**Ease of setup**

| | |
|---|---|
| BRIGHT PAT·TERN | 86% |
| NICE inContact | 78% |
| Genesys PureCloud | 84% |

**Likely to recommend**

| | |
|---|---|
| BRIGHT PAT·TERN | 84% |
| NICE inContact | 76% |
| Genesys PureCloud | 82% |

www.brightpattern.com | 611 Gateway Blvd, South San Francisco, CA 94080 | 650-529-4099