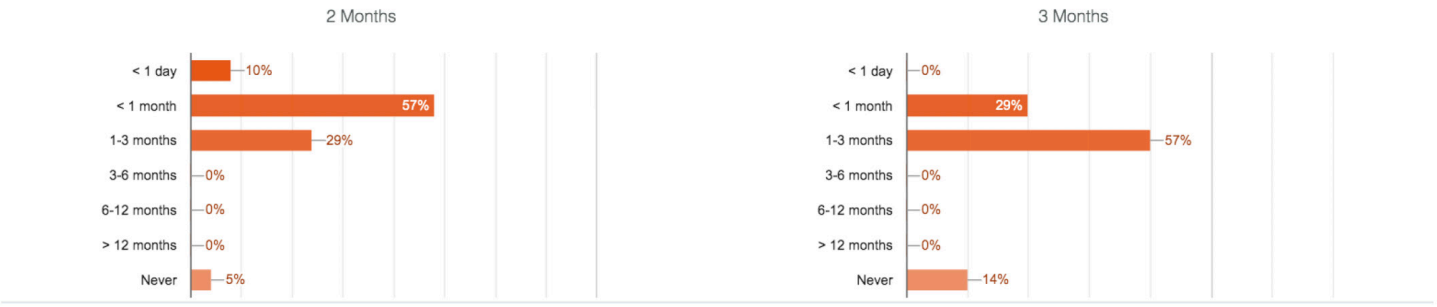
BRIGHT PAT·TERN vs. 3CLogic

G2 CROWD

A G2 Crowd Customer Ratings Report

BRIGHT PAT·TERN		3CLogic	
Ease of Doing Business With	91%		89%
Based on 24 answers to this question		Based on 9 answers to this question	
Ease of Use	82%		80%
Based on 36 answers to this question		Based on 11 answers to this question	
Quality of Support	90%		86%
Based on 32 answers to this question		Based on 11 answers to this question	
Meets Requirements	87%		85%
Based on 36 answers to this question		Based on 11 answers to this question	
Ease of Admin	85%		78%
Based on 24 answers to this question		Based on 9 answers to this question	
Ease of Setup	84%		80%
Based on 24 answers to this question		Based on 9 answers to this question	

How long did it take to go live?



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%

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