

BRIGHT PATTERN vs. RingCentral

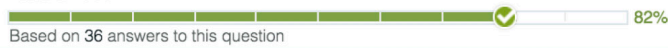


A G2 Crowd Customer Ratings Report

BRIGHT PATTERN



Ease of Use



Quality of Support



Meets Requirements



Is the product headed in the right direction?



Session Routing



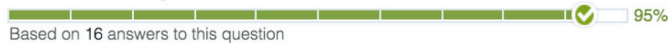
Session Queuing



Session Summary Notes



Concurrent Calling



Administrator Access



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%