

BRIGHT PAT•TERN vs. Sharpen



A G2 Crowd Customer Ratings Report

BRIGHT PAT•TERN



Ease of Doing Business With



Ease of Use



Quality of Support



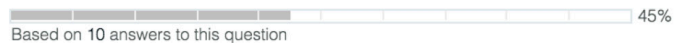
Meets Requirements



Ease of Admin



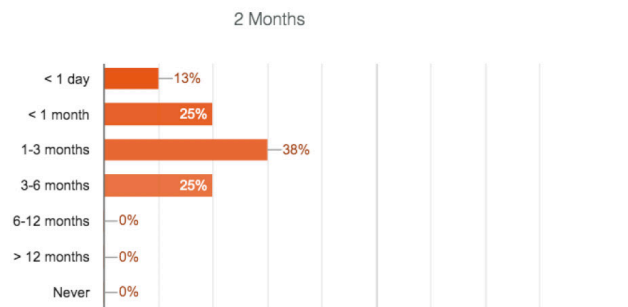
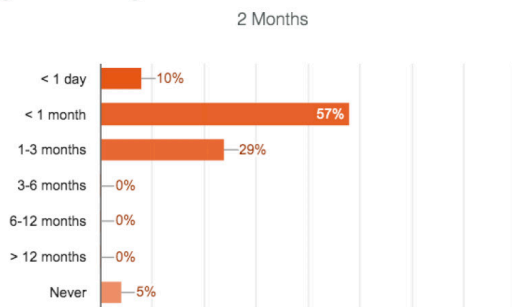
Ease of Setup



Is the product headed in the right direction?



How long did it take to go live?



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

Category	BRIGHT PAT•TERN	NICE inContact	Genesys PureCloud
Ease of doing business	91%	80%	83%
Quality of support	91%	79%	75%
Ease of setup	86%	78%	84%
Likely to recommend	84%	76%	82%