BRIGHT PATTERN

Powerful Cloud Contact Center Software with Embedded AI

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Bright Pattern provides the simplest and most powerful AI-powered omnichannel contact center software for innovative midsize and enterprise companies. With the purpose of making customer service brighter, easier, and faster than ever before, Bright Pattern offers the only true omnichannel cloud platform with embedded AI that can be deployed quickly and nimbly by business users—without costly professional services. Bright Pattern allows companies to offer an effortless and personal customer experience across channels like voice, text, chat, email, video, messengers, and bots. Bright Pattern also allows companies to measure and act on every interaction on every channel via embedded AI omnichannel quality management. The company was founded by a team of industry veterans who pioneered the leading contact center solutions and today are delivering an architecture for the future with an advanced cloud-first approach. Bright Pattern's cloud contact center solution is used globally in over 26 countries and 12 languages.

#1 Quality Assurance
Ensure consistency and quality on ALL interactions through built-in, AI-supported, omnichannel quality assurance capabilities.

#2 Omnichannel Conversations
Provide customers seamless, effortless conversations across all channels and allow customers to switch between channels.

#3 Powerful Personalization
Personalize customer experiences across all channels using customer CRM data and empower agents with key customer info.

voice email text chat IVR messengers bots in-app

Highest Rated Cloud Contact Center by Customers and #1 for Omnichannel, ROI and Deployment Time

Bright Pattern is the simplest, most powerful AI-powered omnichannel contact center with the highest ROI and fastest time to deploy in the industry (half the industry average). Bright Pattern ranked #1 for omnichannel innovation, #1 for deployment time, #1 for professional services, #1 for hosting reliability, and beat all legacy providers on price in the Ovum Buyer's Guide. Bright Pattern outranked Five9, NICE inContact, Avaya, Aspect, and 8x8 as a leading provider in the 2019 G2 Crowd Report, and was a leader in the 2020 Call Center Software FrontRunners Quadrant with customer ratings higher than Five9, Genesys PureCloud, NICE inContact, RingCentral, and Talkdesk. Additionally, Bright Pattern was recognized by Frost & Sullivan for its omnichannel and AI capabilities.

Frost & Sullivan Market Leader Profile
True omnichannel capabilities without significant license or professional service expenses. Set up is a fraction of the time and cost of many other vendors. All channels are native to the platform (built-in), enabling true omnichannel conversations and omnichannel quality management.

Highest ROI and Fasted to Deploy by G2 Crowd
Recognized as a leading provider in the 2019 G2 Crowd Report outranking Five9, NICE inContact, Avaya, Aspect, and 8x8. Achieved the highest ROI and quickest time to deploy of all CCaaS vendors evaluated.
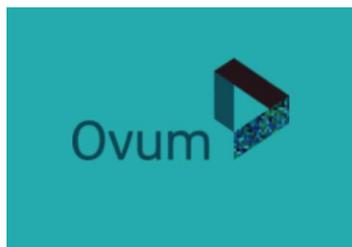
Ovum, Leading Call Center Industry Analyst
"Bright Pattern was the shining star in the ratings… customers rated the company and its products at the maximum level achieved by any vendor." Rating #1 for omnichannel innovation, #1 for deployment time, #1 for professional services, #1 for hosting reliability, and beat all legacy providers on price.

Gartner SoftwareAdvice FrontRunner Quadrant Leader
Named a leader in 2019 and 2018 reports, scoring above market leading vendors including Genesys PureCloud, NICE inContact, CXone, Five9, Aspect, and RingCentral. Ranking No. 2 in usability and user recommended among 100 products evaluated.

Customer Contact Week (CCW) Excellence Award–Omnichannel Solution of the Year Finalist
Selected as a finalist by the world's largest customer experience event, winning honorable mention by Customer Contact Week's esteemed panel of judges.

Our Why

Founded by the pioneers of the contact center industry, Bright Pattern brings next generation enterprise-class cloud contact center to midsize and enterprise companies in a single platform born in the cloud and architected for the future.

To revolutionize how innovative businesses interact with their customers

Easier and faster personalized customer journeys across all channels.

Highest ROI and the fastest time to deploy of all cloud call center vendors.

A Better Solution

Bright Pattern is **the first end-to-end** contact center solution on a single unified architecture.

True omnichannel conversations for effortless continuous conversations across all channels. Omni QM for monitoring 100% of interactions on every channel.

Enterprise capabilities eliminate complex and costly integrations with **no downtime**, even during upgrades. Our modular approach lets you add capabilities as you grow.

Additional Contact Center Software Features

Unified Agent Desktop	CRM Integration	True Omnichannel	Cloud-Based
Intelligent Routing	AI-Powered Agent Assistance	Sentiment and Text Analysis	Interactive Voice Response
Built-in Quality Management	WFO and WFM Integration	Call and Screen Recording	Automated Chatbot
Drag-and-Drop Scenario Builder	All Digital Channels Supported	Automatic Call Distribution	Click-to-Call, Click-to-Chat

Our Enterprise-class Solution is Selected by Innovative Brands Across the Globe

Leaders in customer experience trust Bright Pattern for their cloud contact center solution. We have helped global brands across all industries, innovative "unicorn" tech startups, and business process outsourcers revolutionize the way they provide customer service. Here are some of the innovative companies who chose Bright Pattern:

CONDUIT GLOBAL — eero — republic WIRELESS — randstad — sun country airlines — ttec

Upstart — HITACHI — canary — AmericanGirl — FLY — HURTIGRUTEN

UNITED POWER — bandwidth — transcosmos people & technology — sparkenergy — Southern Cross — HUGHES

vipdesk CONNECT — MARKETSOURCE — United Healthcare — PRESTIGE INTERNATIONAL — Pan Pacific Hotels Group — altc

24/7 FOLLOW THE SUN SUPPORT

GLOBAL PRESENCE

Corporate Headquarters
California

R&D
California, Russia

Support
California, Colorado, Utah, Russia, Japan, Australia

Points of Presence
California, Texas, Ireland, Russia, Singapore, Japan, Australia

Customers
U.S.A., Canada, Central America and the Caribbean, throughout Latin America, Belgium, The Netherlands, Ireland, U.K., Germany, Spain, Italy, Estonia, Norway, Russia, South Africa, Malaysia, Australia, New Zealand, Singapore, China, Japan

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