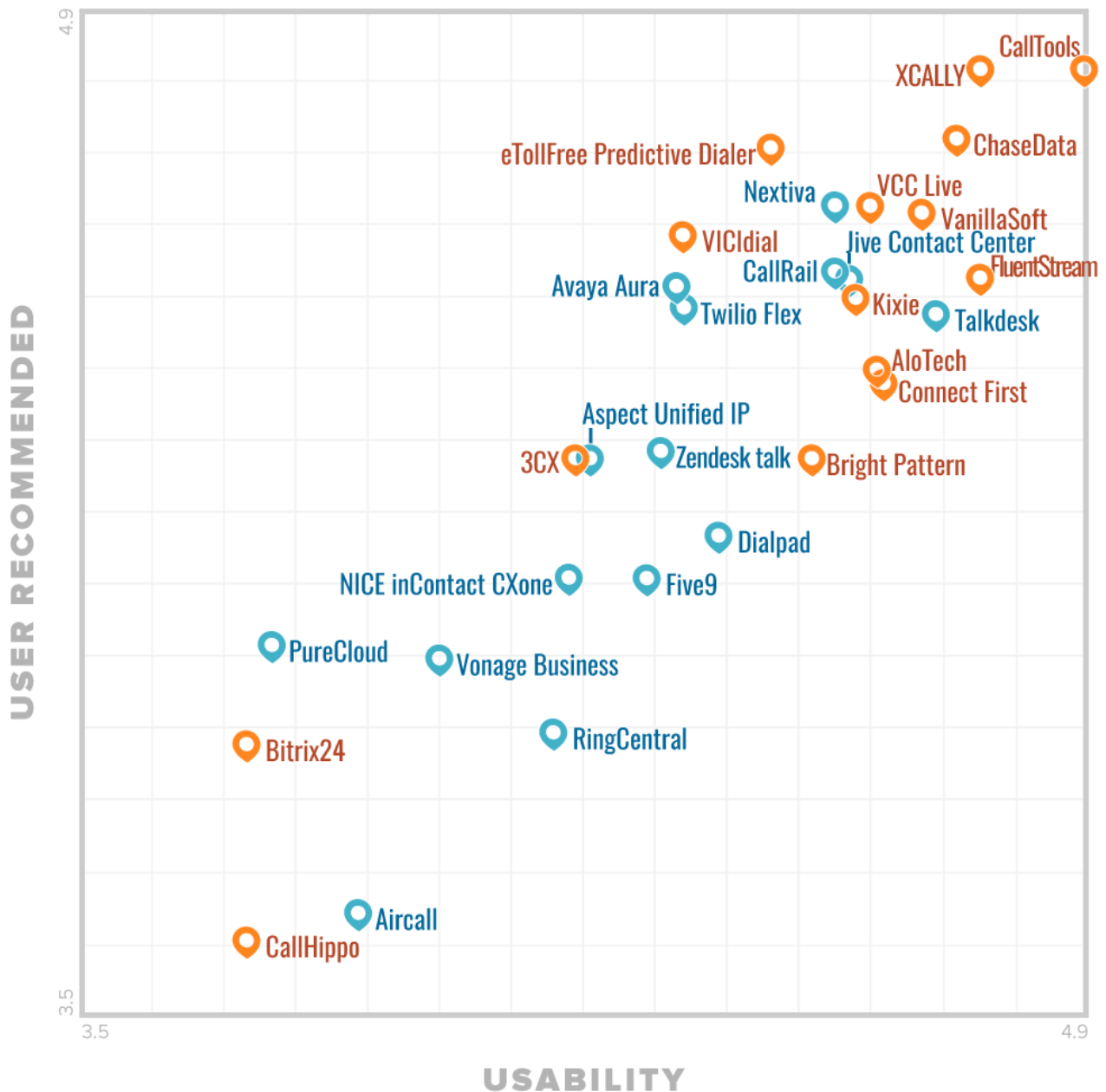# BRIGHT PAT·TERN
### cloud contact center software

# 2019 FrontRunners Quadrant for Call Center Software
## *by Bright Pattern*

Software Advice, a Gartner company, named Bright Pattern a call center leader in the 2019 FrontRunners Quadrant report. Designed to help businesses evaluate which software products are best for them, the FrontRunners Quadrant features only the products with the highest scores. Of the more than 100 products evaluated, Bright Pattern Contact Center scored above market leaders including Genesys PureCloud, NICE inContact CXone, Five9, Aspect, and RingCentral.

**Per Industry Analysts Ovum and Gartner, customers rated Bright Pattern higher than any other cloud vendor in the industry. See what they had to say . . . .**

"Bright Pattern makes us more agile, more nimble. It's made a night-and-day difference in what we can now offer our clients."

—Tripp Kerr, 80024Support,
VP of Operations

The Bright Pattern interface provides a very intuitive, user friendly capability where it enables any business to configure and deploy a call center in a matter of minutes.

—Software Sales Corporation

" Bright Pattern is a true *omnichannel ACD*, built for the *modern contact center*.

As our *business matures* and our customers' needs *evolve*, we need a contact center infrastructure that we can rely on to *evolve with us.*"

-   Roger Meader,
    Co-Founder of TruSource Labs

"We deployed Bright Pattern in a large financial institution and our customers were just shocked how quick the installation was! We replaced some of the services that were running on Avaya, and they say Bright Pattern is much easier for them to use while providing the same functionality."

—Financial Enterprise

**canary**

"My job is to go where the customer conversation is happening. Because Bright Pattern is so dedicated to bridging the gap between customers and customer service centers, I believe their service will continue to provide channels that are cutting edge."

—Gavin Blair, Canary, Head of Customer Experience

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