BRIGHT PATTERN



Gartner Names Bright Pattern a CCaaS FrontRunner for **Fourth Consecutive Year**







Bright Pattern Recognized as a FrontRunner in the 2021 Gartner Digital Markets Reports for CCaaS, Predictive Dialer, and Auto Dialer.

Out of over 100 products evaluated by Gartner, Bright Pattern was named a leader in the 2021 Call Center Software FrontRunners Quadrant with customer ratings higher than Five9, Genesys PureCloud, NICE inContact, RingCentral, 3CLogic, and Talkdesk.

Bright Pattern leads the call center category with a customer rating of 4.74 out of 5 with perfect ratings for customer support and value for money. Additionally, Bright Pattern ranks No. 1 for ROI out of all CCaaS vendors per customer reviews with a deployment time that's nearly half the industry average at just 1.6 months.

Top Takeaways From 2021 Quadrants:

- CCaaS Leader: Bright Pattern as a leader in 2018, 2019, 2020, and 2021
- Beats Leading CCaa\$ Providers: Bright Pattern received customer ratings higher than Five9, Genesys PureCloud, NICE inContact, RingCentral, 3CLogic, Talkdesk, and more
- Outstanding Reviews: Leads the call center category with a rating of 4.74 out of 5, with perfect ratings for customer support and value
- FrontRunner in Multiple Categories: Not only leading the CCaaS quadrant but also a top performing vendor for predictive dialer and auto dialer

Bright Pattern ranked as a leader in all three of the Gartner Digital Markets which consist of Capterra, GetApp, and Software Advice.









We are happy to be a leader in the FrontRunners quadrant yet again. This is our fourth consecutive year in the quadrant which highlights our high scores in usability and customer satisfaction. Recognition as a FrontRunner by Gartner is incredible validation as we continue to innovate our product to build better customer experiences."

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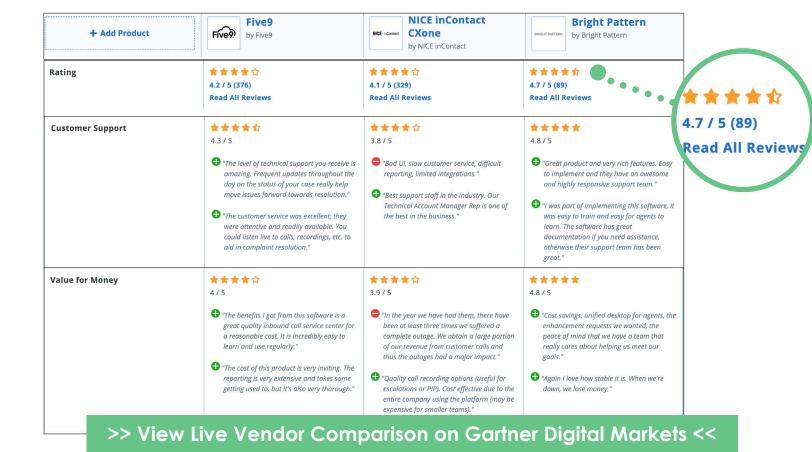
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Improve your customer experience faster than ever before

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