

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 customers understand the importance of seamless omnichannel communications in the contact center. Technology plays a huge role in sales and customer experience organizations as you can tell from what our customers are say about why we outperform all the other contact center vendors.

“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 that 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



“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

As the founder of a B2B sales start-up, it was important to acquire the VOIP technology we needed for our team to be successful. Bright Pattern offered us the enterprise-grade multichannel solution we needed at a price that made scaling affordable. Bright Pattern’s team treated us as valued partners every step of the way. Support was excellent after implementation. I would rate their support as best in class.



~B2B Sales Organization



“We looked at several cloud-based companies that offered omnichannel services, and Bright Pattern was the only one to provide everything we need to support our Fortune 1000 clients and our at-home agents in a scalable, reliable, and super easy-to-use package.”

~ Rob Duncan, Omni Interactions, CEO

I have worked in the call center industry for 20 years, and the Bright Pattern team brings a level of excellence and service that is above the standard. We could not be more pleased with their product, and I absolutely recommend them to anyone in a call center environment.



~Enterprise Travel Organization

Bright Pattern has a true omnichannel call center solution that is very flexible. Customer representatives and the engineers at Bright Pattern are great to work with and extremely helpful. You will not go wrong selecting Bright Pattern as your call center solution.

~Staffing and Education

