

B R I •
• G H T
P A T •
T E R N

A woman with dark hair tied back, wearing a light blue button-down shirt, is smiling and holding a smartphone to her ear. The background is a bright, out-of-focus office interior with large windows.

Bright Pattern Multichannel Contact Center Software
Deliver Outstanding Experiences | Empower Agents | Cut Costs

26
Partners

17
Countries

12,000+
Agents

99.99%
Uptime

Multichannel Customer Service in the Cloud

Does your organization need to juggle multiple applications to provide multichannel customer service? Or maybe you are trying to provide a next-generation customer experience on outdated premise technology? Whatever your customer service strategies are, Bright Pattern has an all-in-one multichannel cloud contact center solution that routes all interactions into a unified agent desktop. With omnichannel routing across all popular channels, we are able to help contact centers achieve high agent productivity while cutting costs.

Next-Generation Multichannel Customer Experience

Your customers can use their favorite media channels to communicate with representatives. Bright Pattern supports voice, video and chat as well as email, messaging and mobile communications.

With Bright Pattern's patented capacity model, communication starting in one channel can be switched to another channel at the click of a button. For example, a chat session can be escalated to a voice call or a call can be switched to a messaging session.

Moreover, Bright Pattern enables rich communication in the form of a combined live conversation, message exchange and document sharing to provide fast and efficient service resolution.

Integrate Seamlessly with your Preferred CRM Provider

Increase your agents productivity with our pre-built CRM integrations. Bright Pattern has out-of-the-box integrations with Zendesk, Salesforce, Microsoft Dynamics, Oracle RightNow and other popular CRMs.

What's Unique About Bright Pattern Technology?



Multichannel. Redefined.

Bright Pattern redefines multichannel to combine any communication channel with messaging and content sharing from a unified agent desktop.



All-in-One Contact Center

Bright Pattern provides all you need for your contact center in a single cloud application with out-of-the-box integrations to your CRM systems.



Fast On-Boarding and Ongoing Assistance

We are industry experts. We help you expedite your contact center set-up and get the most out of our technology. We are proud of our 96.5% customer satisfaction rating.



A Superior Cloud Architecture

Our multi-tenant architecture gives you the benefit of ongoing access to new features and choice of cloud infrastructure and telecom provider.



Enterprise-Grade

From 5 to 5,000 concurrent agents, Bright Pattern can be deployed transparently across sites and geographies. We provide 99.99% uptime meeting the most stringent security and compliance requirements.

Any Channel + Anywhere + Any Cloud

Don't Take Our Word For It!

“

TrueSource Labs leverages Bright Pattern's omnichannel technology to win new business, and radically improve our customer engagement”.

~ Roger Meador | Co-Founder | TrueSource Labs

A Few of Our Happy Customers



WHY BRIGHT PATTERN?

Bright Pattern was founded in 2010 by Konstantin Kishinsky and Erhan Cakmak, contact center industry veterans with over 20 years of experience building enterprise grade contact center platforms.

Our team at Bright Pattern currently has 30+ engineers holding over 100 contact center technology patents. They work tirelessly to innovate our multichannel software and help our clients customize their instance to fit their specific needs.

We always follow the latest innovations and trends in the contact center market. We invest heavily in research and development, which allows us to quickly incorporate the latest innovations into our software and adapt to fit changing customer expectations, needs, and lifestyles.

CORPORATE HEADQUARTERS

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