

BRIGHT PATTERN + DIZZION

Improve Contact Center Efficiency

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Driving Contact Center Efficiency

By combining Bright Pattern's cloud contact center platform with Dizzion's cloud delivered desktops, BPOs and contact centers can improve agent efficiency, enable agents to work from any location, and meet changing customer experience communication trends.

Bright Pattern offers a robust multi-channel, web-based agent desktop that allows agents to simultaneously handle communications via voice, chat, chat with video/images, email, SMS, social media, mobile apps, and popular chat apps and social messengers. Idle time is greatly reduced with Bright Pattern's blended, multi-channel approach.

When implemented using Dizzion's cloud delivered virtual desktops, agents can easily and securely access the Bright Pattern platform anytime, from anywhere, using any device. Dizzion is ideal for contact centers supporting work at home programs, third party contractors or those who want to minimize hardware management and expenses. Dizzion's virtual desktop solution is powerful enough to support unified communications such as softphone, video and other multi-channel communication methods offered by Bright Pattern's platform.



- Digital interactions with contact centers are expected to overtake voice interactions by the end of 2017
- More than 50% of the US workforce is expected to telecommute by 2020

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About Bright Pattern

Bright Pattern provides multichannel cloud contact center software enabling rich customer experiences across popular channels including phone, email, chat, video, social networks, SMS, messaging, and mobile applications. Bright Pattern's multi-tenant software runs in public clouds such as Amazon Web Services or Microsoft Azure, Bright Pattern's own optimized data centers or enterprises' data centers. Learn more at www.brightpattern.com.

About Dizzion

Dizzion is a global provider of end-user computing services, including cloud delivered Desktops as a Service (DaaS), paired with complementary offerings like secure endpoints, application delivery and storage. The company is delivering the next generation of virtual desktop solutions to meet the demands of a global workforce in industries with stringent security and compliance needs. To learn more about Dizzion, visit www.dizzion.com.



Features from Bright Pattern + Dizzion

Feature	Benefit	Provider
Multi-Channel Communication: Voice, chat, chat with video/ images, email, SMS, social media, mobile apps, chat apps, social messengers	<ul style="list-style-type: none">• Allow customers to interact with agents in a variety of convenient ways• No more toggling between platforms to support a multi-channel customer service experience	Bright Pattern
Call Center Supervisor Tools	<ul style="list-style-type: none">• Monitor and grade agent interactions in real time or retroactively• Create custom alerts• Watch agents' screens live	Bright Pattern
Fast Desktop Provisioning	<ul style="list-style-type: none">• Support seasonal spikes by quickly and easily spinning up new desktops from your customized Golden Image(s)• Virtual desktops can be accessed from any device, including BYOD and thin clients	Dizzion
PCI & HIPAA HITECH Compliant Desktops	<ul style="list-style-type: none">• Keep sensitive payment card data or personal health information secure• Win more business by meeting compliance requirements	Dizzion



Get More Information

Improve your contact center agent efficiency and prepare for future communication and workforce trends by implementing Bright Pattern + Dizzion.

Interested in taking advantage of the joint benefits of Bright Pattern + Dizzion? Contact us today for more information.

dizzion.com/contact | brightpattern.com/contacts