

# Virtual Telephony Application Grid (V-TAG) Technology



Contact Center inflexibility can prove to be the downfall of any growing business that depends on customer interaction. Yet, the majority of today's hosted contact center service providers rely on a centralized server architecture; the main culprit of service outages. **The solution? Our innovative V-TAG technology.**

Recent studies estimate that a typical call center agent's PC is idle 85-90% of the time. With 3CLogic's patent-pending V-TAG solution, we leverage the power of your agent's idle PC to outperform many of the functions traditionally performed by centralized servers.

## How do you benefit?

### Scalability

With a centralized server, your company is limited by the processing capabilities of the available servers, leaving you vulnerable to outages when your agents' needs exceed the capacity of those servers. With V-TAG technology, your agents' PCs replace those servers and create a personalized network, which cumulatively delivers **more scalability** at a **lower cost**. In essence, as you grow, **your capacity grows with you.**

### Redundancy

V-TAG takes advantage of distributed servers and PCs, so if one PC or server malfunctions, we seamlessly move to another. **No downtime!** With a centralized server architecture, if the server goes offline, so do you!

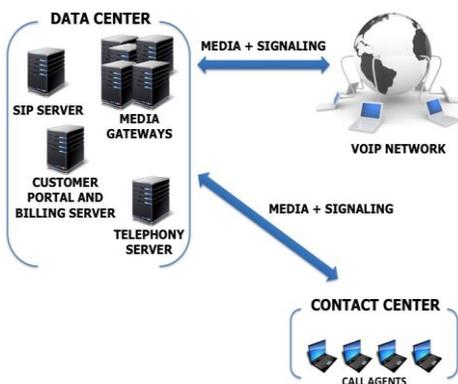
### Uptime

With a more efficient and reliable architecture, we can provide up to **99.999% uptime.**

### Security

Every company values security, so why trust all your data, media, and private information travel through a third party? With V-TAG, **your data stays between you and your customers.**

### Centralized Server Architecture



### 3CLogic with V-TAG

