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## Fresh Telephony Case Study Summary

Fresh Telephony is a start-up telemarketing center located in Bucharest, Romania. They first started with a small number of operators and then they have grown and also changed the system.

The main challenge was to offer a flexible and especially scalable system for them. We decided to use a system based on softphones and VoIP inside their company because they already had a computer for each operator. We decided to use a RedHat Linux for all their workstation and the same for the main server. In this way, we have cut their costs with licensing different kind of software. Then as a softphone we decided to use Gnomemeeting (a GPL licensed H.323 software telephone).

In the first stage they have use a VoIP provider and as a gateway we have used GnuGK (H.323 gatekeeper under GPL). When the company has grown they decided to switch to a PSTN provider and they started to use Yate (our own VoIP software) as a gateway between H.323 and PSTN.

The first setup was rather a simple one, but the second one had some very complicated routing system because it was necessary to limit the operators' ability to place calls outside the system.

System also included a PostgreSQL database server for their entire operations and a custom made software that actually run the entire call center.

We are committed to offer to our customers key solutions.

Null Team