

How D Smart Gaz Eliminated Dropped Calls and Transformed Customer Support

A cooking-gas delivery brand rebuilt its hotline on MekongNet Cloud PBX — crystal-clear calls, zero hardware, zero maintenance burden.

AT A GLANCE

CUSTOMER

D Smart Gaz — trusted LPG cooking gas supplier with app-based ordering and delivery

INDUSTRY

Energy / On-demand delivery

SOLUTION

MekongNet Cloud PBX Call Center System

THE CHALLENGE

Dropped calls, choppy audio and an unstable phone system were driving customer frustration and churn risk

THE OUTCOME

Seamless hotline operations, zero maintenance burden, stronger customer satisfaction

When Every Missed Call Is a Cold Kitchen

D Smart Gaz keeps household kitchens running with on-demand LPG gas delivery. Customers order and pay through the company's mobile app — but when something goes wrong with a payment or a delivery, they pick up the phone. The hotline is the lifeline of the business.

That lifeline was breaking. On their previous provider's phone system, the support team battled choppy audio, frequent call drops and system instability every day. The impact was felt across the business:

- **Strained support team** — agents fought the phone system instead of helping customers.
- **Frustrated customers** — unable to get through to track their gas orders.
- **Rising missed and abandoned calls** — every one a delivery at risk and a churn risk.

The Switch: A Hotline Rebuilt in the Cloud

D Smart Gaz migrated its main hotline numbers to **MekongNet Cloud PBX** — a cloud-hosted call center platform built to handle high-volume inbound customer care.

- **100% cloud-based** — no on-premise hardware to buy, install or maintain.
- **24/7 proactive monitoring** — MekongNet watches the core communication infrastructure around the clock.
- **Fully managed maintenance** — updates, patches and optimizations handled by MekongNet, with zero effort from the client's team.

The Results: Seamless Operations, Total Peace of Mind

Seamless Customer Support

Call quality issues eliminated. Agents handle inquiries, payment checks and delivery coordination without interruption.

Zero Maintenance Burden

MekongNet owns system health and maintenance end-to-end, so leadership focuses on growing the business.

High Customer Satisfaction

A reliable hotline plus a fast mobile app cements D Smart Gaz's reputation as a dependable utility brand.

"Moving to MekongNet Cloud PBX allowed us to bridge the gap between our digital app and our human support team. With MekongNet handling the infrastructure monitoring and maintenance seamlessly, our team can focus on what matters most — keeping our customers' kitchens running without delay."

— D Smart Gaz

Why This Matters for Your Business

If your customers reach you by phone — for orders, support or bookings — your phone system is not an IT detail. It is revenue infrastructure. MekongNet Cloud PBX gives Cambodian businesses an enterprise-grade call center without the enterprise-grade hardware, IT team or maintenance contracts.

- Launch a professional multi-agent hotline with no on-premise equipment.
- Scale lines and agents as your business grows.
- Let MekongNet's engineers monitor and maintain the system 24/7 — your team just answers calls.

Ready for a hotline your customers can count on?

Talk to our team about MekongNet Cloud PBX

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