

Instant Messaging

General References

Product Documentation



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Smooth Migration Solutions

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Instant Messaging (IM) has a wealth of experience in high-concurrency and high-reliability operations. For app developers who are using self-developed or third-party instant messaging services and hope to integrate IM, the issue of migration needs to be considered. IM provides targeted migration solutions for different scenarios.

Terminology

In subsequent documents, we will use the following terminology:

- **Old system:** the original instant messaging service used by an app
- **New system:** Tencent Cloud IM service
- **App 1.0:** an app that implements the instant messaging feature based on the old system
- **App 2.0:** an app that implements the instant messaging feature based on the new system
- **Message routing (message callback) service:** after receiving a message, a third-party communication service provider forwards the message to the app backend. This is similar to the [callback after sending one-to-one messages](#) of IM.

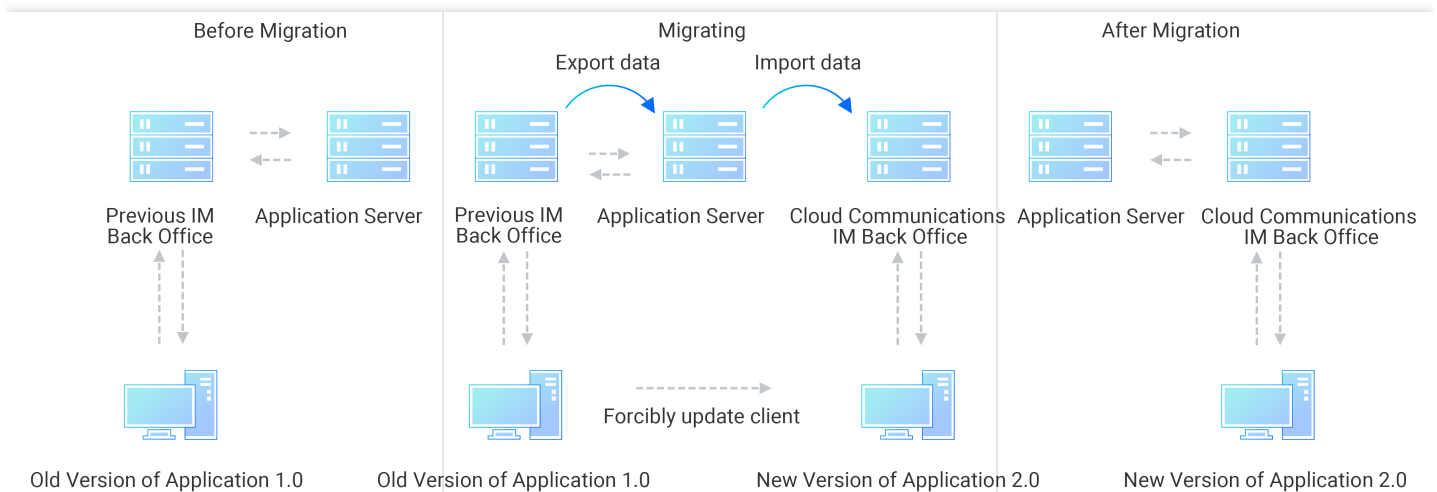
The migration process is essential to switch the instant messaging service backend from the old system to the new system and upgrade App 1.0 to App 2.0.

Migration Solutions

IM provides the following two migration solutions for you to choose from. Different solutions have different migration effects and differ sharply in implementation difficulty. You need to take the overall existing instant messaging situation of your app into account when choosing a proper migration solution.

Mandatory upgrade solution

The mandatory upgrade policy forcibly upgrades App 1.0 to App 2.0 after IM data synchronization is completed. This solution is easy to implement, and compatibility between the new and old apps after the upgrade does not need to be addressed. The following figure shows the detailed solution:

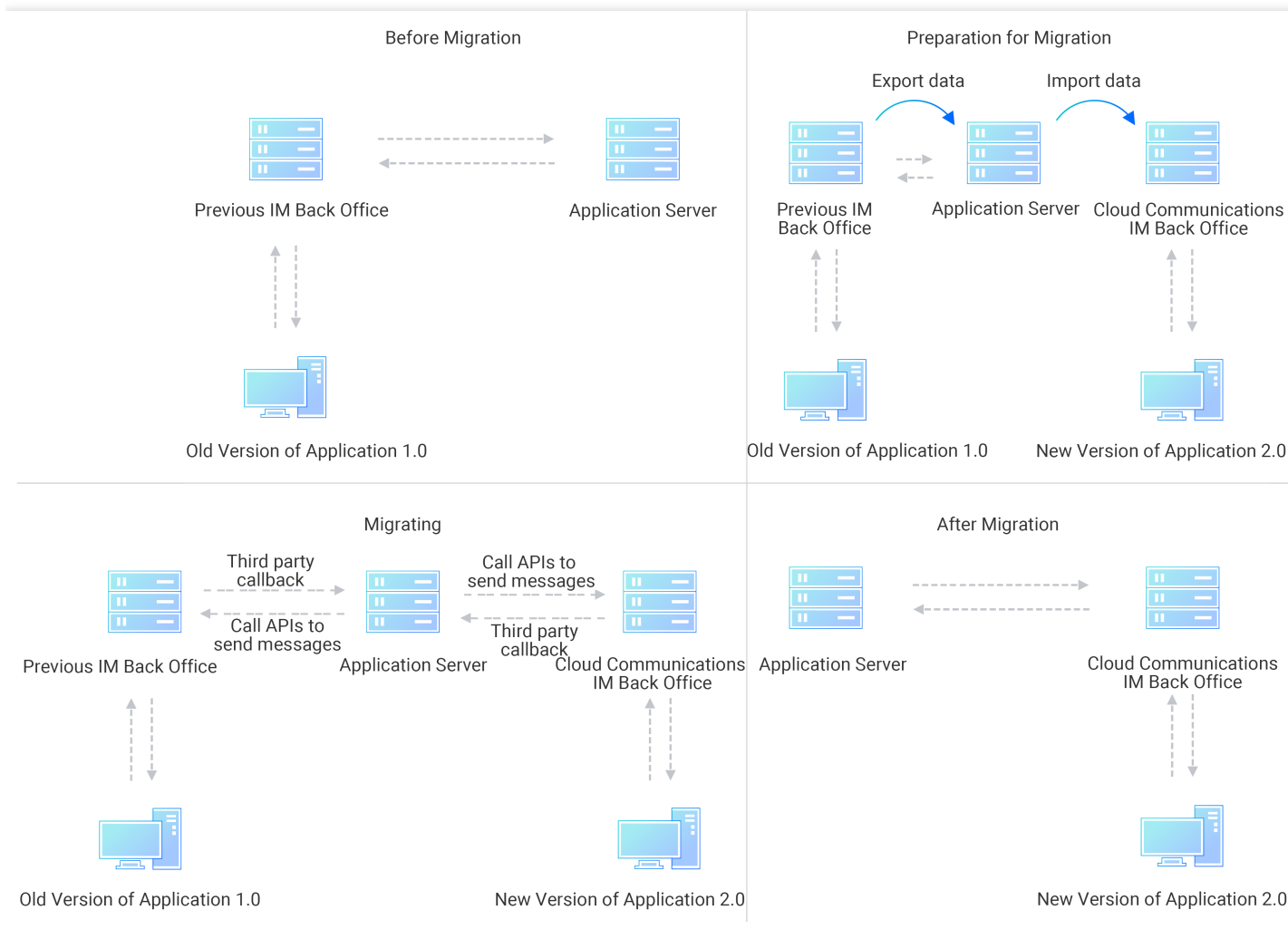


The main process is as follows:

1. Import historical data to IM, including:
 - Accounts
 - User profiles
 - User relationship chains
 - Message history of one-to-one chats
 - Group data
 - Message history of group chats
2. Force users to upgrade App 1.0 to App 2.0.
3. The old system is discontinued, and all user communication activities are processed in the new system.

New and old app compatibility solution

In this solution, the new and old apps can coexist, and messages are synchronized between both apps. Before App 1.0 is disabled, the app backend needs to maintain real-time two-way synchronization between the new and old systems. This solution is relatively complicated, but provides a better experience for end users. The following figure shows the detailed solution:



The main process is as follows:

1. Import historical data to IM, including:

- Accounts
- User profiles
- User relationship chains
- Message history of one-to-one chats
- Group data
- Message history of group chats

2. Synchronize app data between the new and old systems in a two-way manner, including:

- Synchronize one-to-one messages in real time
- Synchronize group data and group messages in real time

3. The new and old systems coexist, messages are synchronized between both systems, and the old app will be naturally phased out.

Detailed Migration Operations

Importing accounts

Importing accounts is the prerequisite for subsequent imports of various data.

The app backend needs to call the [RESTful API for batch account imports](#) to import all existing accounts into IM. If you need to import user nicknames and profile photos while importing accounts, call the [RESTful API for importing a single account](#).

Importing user profiles

Call the [RESTful API for setting profiles](#) to import existing user profiles into IM.

Importing user relationship chains

Call the [RESTful API for adding friends](#) to import existing relationship chains into IM.

Importing message history of one-to-one chats

Call the [RESTful API for importing one-to-one messages](#) to import existing one-to-one messages into IM.

Marking one-to-one messages as read

Call the [RESTful API for marking one-to-one messages as read](#) to mark one-to-one messages as read.

Importing group data and message history of group chats

Follow the directions below to import the group data and message history of group chats:

1. Call the [RESTful API for importing basic group profiles](#) to create a group, and you can specify the initial group members while calling the API.
2. If you did not import group members while importing a group, you can call the [RESTful API for importing group members](#) to import group members.
3. Call the [RESTful API for importing group messages](#) to import the group chat message history.
4. To correct the unread message count for group members, you can call the [RESTful API for setting the unread message count for members](#) to perform the relevant operations.

One-to-one messages, group data, and group messages all need to be hosted to the new system. When new data of these types is generated in the new system, use the callbacks provided by IM to synchronize the new data to the old system. Meanwhile, new data generated in the old system also needs to be synchronized to the new system.

Synchronizing one-to-one messages

When new messages are generated in the old system, synchronize them to IM by calling the [RESTful API for sending a single one-to-one message](#). When new messages are generated in IM, synchronize them to the old system by calling the [callback after delivering one-to-one messages](#).

Synchronizing group data and group messages

Synchronizing group profiles

1. When basic group profiles in the old system change, call the [RESTful API for modifying basic group profiles](#) to synchronize the changes in real time.
2. When basic group profiles in IM change, call the [callback after creating a group](#), [callback after disbanding a group](#), and [callback after modifying group profiles](#) to synchronize the changes to the old system.

Synchronizing group member information

1. When group members are added or deleted in the old system, call the [RESTful API for adding group members](#) and [RESTful API for deleting group members](#) to synchronize the changes to IM.
2. When users join or leave a group in IM, call the [callback after a user joins a group](#) and [callback after a user quits a group](#) to synchronize the changes to the old system.

Synchronizing group messages

1. New group messages in the old system need to be synchronized to IM by calling the [RESTful API for sending ordinary messages in groups](#).
2. New group messages in IM need to be synchronized to the old system by calling the [callback after delivering group messages](#).

Note :

If the solutions provided here do not apply to the existing instant messaging service of your app, please contact a customer service agent or business manager to formulate an appropriate migration solution.

Service Level Agreement

Last updated : 2020-06-19 17:00:15

Tencent Cloud Instant Messaging Service Level Agreement

In order to use the Tencent Cloud Instant Messaging (“IM”) service (the “Service”), you should read and observe this Tencent Cloud Instant Messaging Service Level Agreement (this “Agreement”, or this “SLA”) and the [Tencent Cloud Service Agreement](#). This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics**, compensation plan** and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Instant Messaging (IM): means a comprehensive instant messaging solution provided by Tencent Cloud featuring international access, one-to-one chat, group chat, push notification, profile and Web SDK hosting, account authentication, etc., with requisite capacities of APP integration and back-end management interface. For details, please refer to the Service you purchase and the contents of the Service provided by Tencent Cloud.

1.2 Service Month(s): means the effective term within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be three (3) Service Months (the first Service Month from March 17 to April 16, the second from April 17 to May 16, and the third from May 17 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.3 Monthly Service Fee: means the aggregate service fees actually consumed by you within one (1) Service Month, excluding the portion paid yet to be consumed.

1.4 Apparent Failure: If all continuous attempts of a user to log in or send a message (including one-to-one messages and group chat messages) when using an APP or conducting back-end

management through an interface of the Service fail within one (1) minute, it shall be deemed an Apparent Failure of the Service. However, if the log-in attempts succeed or the messages are successfully sent, in full or in part, when a user uses an APP or conducts back-end management through an interface of the Service, it will be deemed that the Service is available within such one (1) minute.

1.5 Apparent Failure Calculated in Minutes: means the accumulated Apparent Failure calculated in minutes within a Service Month.

2. Service Availability

2.1 Calculation of Service Availability

Service Availability = $1 - (\text{Apparent Failure Calculated in Minutes within a Service period} / \text{total time of a Service period calculated in minutes}) \times 100\%$

2.2 Standard of Service Metrics

The Service Availability of the Service provided by Tencent Cloud will be no less than 99%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made **in the form of voucher** by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud's official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and **the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month** (the Monthly Service Fee referred to herein shall exclude the fee deducted by a voucher or promotional coupon, Service fee discounted or waived, or fees otherwise deductible).

Service Availability (Av) for a Service Month	Value of Compensation Voucher
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Service Availability (Av) for a Service Month	Value of Compensation Voucher
99% > Av ≥ 95%	10% of the Monthly Service Fee
95% > Av ≥ 90%	20% of the Monthly Service Fee
90% > Av	30% of the Monthly Service Fee

3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation **through (and only through) the support ticket system under your relevant account** after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, **both parties agree that the back-end record of Tencent Cloud will prevail.**

(2) **You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard.** If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any malfunction on the part of a user.

4.2 any loss or leak of data, passcode or password due to improper maintenance or improper confidentiality measures of a user.

4.3 any hacker attack on a user's application or data.

4.4 any failure of a user to abide by user guide or suggestions for using IM products.

4.5 any negligence of a user or any operation authorized by a user.

- 4.6 any use by a user of any illegal information relating to pornography, gambling, illegal drugs, political party, politics, military affairs, fraud, etc.
- 4.7 any impromptu increase of the needs to use the audio-visual chatroom functions by a user without prior notification.
- 4.8 Any use of products, functions and access for trial operation which are not made public by the official website of Tencent Cloud.
- 4.9 any significant event or promotion publicly announced by Tencent Cloud in advance.
- 4.10 any system maintenance with prior notice by Tencent Cloud to users, including system cutover, maintenance, upgrade and malfunction simulation test.
- 4.11 any malfunction or configuration adjustment of any network or equipment that is not Tencent Cloud facility.
- 4.12 any event of force majeure or accident.
- 4.13 any Service unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud.
- 4.14 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

- 5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate amount of compensation payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.
- 5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.
- 5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)