Audio Moderation System

FAQs

Product Documentation

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FAQs
Fees

Last updated：2023-12-21 14:16:59

How is AMS billed?

AMS is postpaid by the volume of recognized audio. For billing mode details, see Purchase Guide.

How do I top up my account?

To top up, log in to your Tencent Cloud account, click **Bills** > **Top-up Now** in the top-right corner, or click **Top-Up** in Billing Center to enter the **Top-up** page.

How do I get a refund?

For refund, submit a ticket or contact your sales or aftersales rep.

Features

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What languages does AMS support?

Currently, only Chinese audio content can be recognized.

Does AMS support customizing sensitive word dictionaries?

Yes. Go to **Custom Library Management** > **Custom Dictionary** in the AMS console, create a custom dictionary, and add keywords. After creating the custom dictionary, you need to create a custom moderation policy and bind the dictionary to the policy for the dictionary to take effect.

Manual Recognition

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Is manual recognition supported? How do I access it?

Yes, and a separate manual recognition API needs to be accessed. You can submit a ticket to get the access documentation.

Is there a fee for accessing manual recognition?

Yes. You can contact us for pricing information.

Can I configure callbacks for manual recognition based on different push domain names?

Yes. You can create multiple sub-accounts under the root account and use them to configure callbacks for manual recognition. Then, their keys can be used to call the service.

How does manual recognition determine whether content is non-compliant?

After content is pushed to manual recognition, the message called back contains the `ManualDetailCode` field, which represents the type of violation identified by manual recognition.

Can the QPS of manual recognition be adjusted?

Yes. If you have such needs, submit a ticket for assistance with adjustment on the backend.

Console Operations

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Why is there no data in the console?

If you cannot see data in the console, troubleshoot the problem as follows:

Check whether the currently logged-in account and the account that called the API are the same.

Console data under the root account and sub-accounts as well as console data under different sub-accounts are independent of each other and invisible to each other.

Data is displayed in the console according to the T+1 policy; that is, data of a day can be viewed in the console on the next day.

Why can't a sub-account see the data under the root account and other sub-accounts?

The CMS data in the console under the root account and sub-accounts as well as data under different sub-accounts are independent of each other. If a sub-account wants to view data under the root account or other sub-accounts, it needs to be authorized by the root account by associating it with the `QcloudCamReadOnlyAccess` policy on the **Policies** page in the CAM console as instructed in Authorization Management.

Can I configure a threshold for a risk model in the console?

No. If you have such needs, submit a ticket for assistance with configuration on the backend.

API Call

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Can I modify the default QPS (queries per second)?

If you have such needs, submit a ticket for assistance with modification on the backend.

Is QPS for the account dimension or `Biztype` dimension?

QPS is for the account dimension and is 1,000 by default, which is shared by all `Biztype` values.

Can I customize the `Biztype` field of API 4.0?

Yes, but you need to submit a ticket for generation on the backend. `Biztype` can contain 3–32 letters, digits, and underscores. You should inform us of the configuration format in advance, as the format cannot be changed once configured.

Will the `Review` field of API 4.0 be output for each tag?

It will be output for only tags with a score output by auto review but not for such tags as ad and QR code.

Can I add types of malicious content by myself?

No.

Errors and Feedback

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The custom dictionary doesn't take effect. What should I do?

You can troubleshoot the problem as follows:

After creating the custom dictionary, you need to create a custom policy and bind the dictionary to the policy for the dictionary to take effect. After configuring the policy, enter the policy name as the `Biztype` input parameter during API call, and the policy will take effect.

If you use the default policy for testing purposes, you need to add custom keywords to the non-compliant word dictionary on the **Custom Library Management** > **Preset Dictionary** page for them to take effect.

If the problem persists, submit a ticket for assistance.

I have already activated the AMS service, but when I call the short audio API, the system prompts that I don't have access to the API. What should I do?

The short audio API has not been opened up, so it cannot be called.

When I call the audio moderation task creation API of AMS, the system prompts that "can not access bucket tianyu-content-moderation-1305692660 at region ap-guangzhou – write to bucket error The specified bucket does not exist." What should I do?

After activating the service in the CMS console, you will be prompted to authorize a COS bucket. Specifically, a bucket will be created to store the segments generated during moderation.

The above error will occur if you delete the COS bucket by mistake. You can submit a ticket and provide the `RequestId` for assistance.

Others

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Will I get an electronic contract or security agreement after purchasing the service?

You can apply for an electronic contract on the **Contract Management** page in **Billing Center**.

Does AMS support private cloud deployment?

Yes. If you require private cloud deployment, consult your sales rep.

If I set two or more keys, which one should I use?

You can use any Tencent Cloud key, as the keys are shared; that is, they can be used for one or more services.