

Cloud Block Storage

Contact Us

Product Documentation



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Ticket System

If you encounter any OPS or technical problems when using the product, log in to Tencent Cloud's official website and submit a ticket as instructed. We will respond as soon as possible.

Ticket Links:

- Ticket Submission: [Submitting a ticket](#)
- Status check: [Ticket list](#)

A ticket can have the following states:

- Pending processing: the ticket is just submitted or has been received but not reviewed by the technical support team. You can submit more information for or close the ticket at this stage.
- Processing: the technical support team has received and reviewed the ticket and is taking an action. You can submit more information for or close the ticket at this stage.
- More information required: the technical support team has received and reviewed the ticket, but more information is required for processing it. You can close the ticket at this stage.

Note :

The ticket will revert to "pending processing" status after you re-submit the ticket with more information.

- Closed: the ticket has been resolved, or you closed the ticket before it was processed.