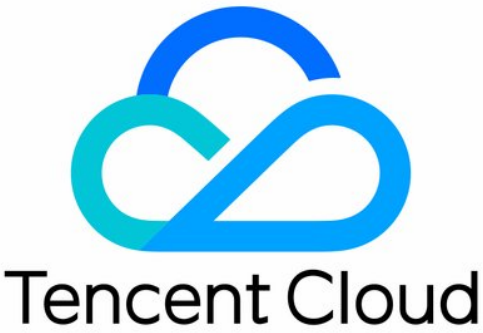
Serverless Cloud Function

Contact Us

Product Documentation



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Contact Us

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Hotline

If you have any questions when using Tencent Cloud products, please contact our customer service for assistance.

- Hong Kong (China): +852 800-964-163 (toll-free hotline)
- US: +1 888-652-2736 (toll-free hotline)
- Other regions: +86 75595716

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: Submit a ticket

- Querying ticket status: 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.

> If you submit a ticket after providing more information again, it will move to the "pending processing" state.

- Closed: the ticket is solved or closed by you before the technical support team takes an action

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