

# **Instant Messaging**

## **Contact Us**

### **Product Documentation**



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# Contact Us

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## IM - Developer Groups

Join a Tencent Cloud IM developer group for:

- Reliable technical support
- Product details
- Constant exchange of ideas

Telegram group (EN): [join](#)

WhatsApp group (EN): [join](#)

Telegram group (ZH): [join](#)

WhatsApp group (ZH): [join](#)

## Hotline

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

- [Contact Us](#)

## Ticket System

If you encounter any OPS or technical problems when using our products, you can log in to the Tencent Cloud console and follow the on-screen prompts to submit a ticket. We will get back to you as soon as possible.

Ticket links:

- Ticket submission: [submit a ticket](#)
- Ticket status query: [Ticket list](#)

A ticket can have the following status:

- Pending processing: the ticket is just submitted or has been received but not reviewed by the technical support team. You can submit more information 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 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. You can close the ticket at this stage.

Note :

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

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