

TencentDB for Tendis

Contact Us

Product Documentation



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Last updated : 2021-08-12 16:27:53

Ticket System

If you encounter any OPS or technical problems when using our services, 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 resubmit the ticket with more information.

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