

# Text Moderation System

## FAQs

### Product Documentation



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# FAQs

## Fees

Last updated : 2023-12-20 16:02:45

### **How is TMS billed?**

TMS is postpaid. For pricing details, consult your sales rep.

### **Is there a monthly subscription available?**

No.

### **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.

# Features

Last updated : 2023-12-20 16:02:45

## Which languages can TMS detect?

Currently, TMS can detect and recognize porn, ads, and spam in Chinese text. It also allows you to configure custom dictionaries to recognize custom non-compliant text.

## Can URLs in comments be detected for non-compliance?

Yes. URLs will be recognized as ads when detected. If you have such needs, [submit a ticket](#) for assistance with rule configuration on the backend.

## Can URL content be detected for non-compliance?

No.

## Can TMS detect mobile numbers?

Yes. If you have such needs, [submit a ticket](#) for assistance with rule configuration on the backend.

## How do I block mobile numbers?

Mobile numbers can be detected. If you have such needs, [submit a ticket](#) for assistance with rule configuration on the backend.

## How do I detect scam text?

You can add keywords related to scams to the custom dictionary for targeted recognition and blocking of custom non-compliant content.

1. On the **Custom Library Management > Custom Dictionary** page in the [TMS console](#), configure a custom dictionary, and add custom keywords to it as instructed in [Configure a custom dictionary](#).
2. 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.

# Custom Dictionary

Last updated : 2023-12-20 16:02:47

## Can I customize a dictionary in TMS?

Yes. You can configure and apply a custom dictionary as follows:

1. On the [Custom Library Management](#) > **Custom Dictionary** page, create a custom dictionary and add non-compliant words as instructed in [Configure a custom dictionary](#).
2. 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.

## Does custom library management support API calls?

No.

## Can I add custom banned words? Is there an API for this?

Yes. Go to **Custom Library Management** > **Preset Dictionary** in the [TMS console](#), select a preset non-compliant word dictionary, and click **Manage** > **Add Sample** in the **Operation** column.

Currently, there is no API for adding custom banned words.

## Can I group custom banned words?

You can create multiple custom dictionaries for grouping purposes. A custom dictionary needs to be associated with a policy for it to take effect. You can enter different `Biztype` values to associate different custom dictionaries. When calling APIs, you need to enter the name of the created policy as `Biztype` for the policy to take effect.

## Can I batch import words into a custom dictionary?

Yes. You can request configuration on the backend by [submitting a ticket](#). Before configuration, you need to categorize keywords (such as by "violence", "terrorism", and "porn") and separate them by line breaks.

## Which dictionary does the policy I create use?

- If you don't associate a custom dictionary when creating a custom policy, the preset dictionary will be used by default.
- You can add custom keywords to the preset dictionary. To allow keywords, go to **Custom Library Management** > **Preset Dictionary** in the [TMS console](#) and add them to the allowlist (preset).

## Does TMS provide any service to filter sensitive words on forums or in live rooms? Can I customize keywords?

Yes. TMS offers large keyword dictionaries and machine learning models. It also features noise filtering with strong resistance to interference as well as text restoration from interference, making it very effective in recognizing different

variants of non-compliant text.

You can customize sensitive word dictionaries. Go to **Custom Library Management > Custom Dictionary** in the [TMS console](#), configure a custom dictionary, and add custom non-compliant words as instructed in [Configure a custom dictionary](#). 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.

# Console Operations

Last updated : 2023-12-20 16:02:47

## 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 TMS 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

Last updated : 2023-12-20 16:02:45

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

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 each root account/sub-account. By default, it is 100 for images and 1,000 for text, and all Biztype values share the 1,000 QPS.

## Can I set the Biztype field of API 4.0 on my own?

Yes, but it will be generated on the backend only after you [submit a ticket](#). Biztype can contain 3–32 letters, digits, and underscores. Before configuring it, you need to inform the desired format, which cannot be changed after being 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.

# Errors and Feedback

Last updated : 2023-12-20 16:02:47

## Why do I receive the error "Unauthorized operation. Check the CAM policy." when I call the `TextModeration` API?

A sub-user doesn't have the permission to call the service, and it needs to be authorized by the root account by associating it with the `QcloudTMSFullAccess` CAM policy as instructed in [Authorization Management](#).

## The content is obviously pornographic, but the score returned by TMS is 0. What should I do?

If you encounter this problem, [submit a ticket](#) and provide the `RequestId` for assistance.

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

You can troubleshoot the problem as follows:

When using a custom dictionary, you need to configure a custom policy and bind the dictionary to the policy as instructed in [Configure a custom policy](#) for the dictionary to take effect in about 5–10 minutes.

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.

## Why are the configured keywords not blocked?

You can troubleshoot the problem as follows:

When using a custom dictionary, you need to configure a custom policy and bind the dictionary to the policy as instructed in [Configure a custom policy](#) for the dictionary to take effect in about 5–10 minutes.

If you use the default policy for testing purposes, you need to add 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.

## Sensitive words are allowed in the keyword dictionary in TMS, but they are still blocked. What should I do?

Check the following:

1. Check whether the account that added sensitive words and the account that called the APIs are the same.
2. As the added sensitive words will take effect in 10 minutes, we recommend you wait for a while before you call APIs for testing purposes.
3. The system also detects and blocks variants of keywords. To avoid this problem, you can select **Exact Match** when configuring the dictionary.

If the problem persists, [submit a ticket](#) for assistance.

# Others

Last updated : 2023-12-20 16:02:47

## **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**.

## **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.

## **Does TMS support private cloud deployment?**

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

## **Are IM's content filtering feature and TMS the same thing?**

Yes.

## **Can I purchase TMS separately to recognize sensitive words?**

Yes. You can purchase TMS separately and use it for IM.

## **Do I need to connect to TMS from IM on my own? Will Tencent Cloud do this for me?**

You need to connect on your own. If you have already connected to IM, you can simply connect to TMS from IM.