

# Cloud Contact Center

## Contact Us

### Product Documentation



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Last updated : 2024-04-01 18:23:38

## Hotline

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

Hong Kong (China): +852 800-964-163 (toll-free)

US: +1 888-652-2736 (toll-free)

Others: +86 4009100100

## Ticket System

If you encounter any OPS or technical problems with our products, you can log in to the [Tencent Cloud Official Website](#) and follow the on-screen instructions to submit a ticket. We will respond as swiftly as possible and look forward to your valuable feedback.

Related ticket links are as follows:

Ticket Submission: [Submit a ticket](#)

Status Query: [Ticket list](#)

The explanations of ticket statuses are as follows:

**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 the ticket 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 the ticket or close the ticket at this stage.

**Needs More Info:** The ticket has been received by technical support and critiqued for not having complete information. You can provide additional information or close the ticket.

**Note:**

The ticket will revert to "Pending Processing" state 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.