

Cloud Contact Center

Data Deletion Guide

Product Documentation



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Service Statement

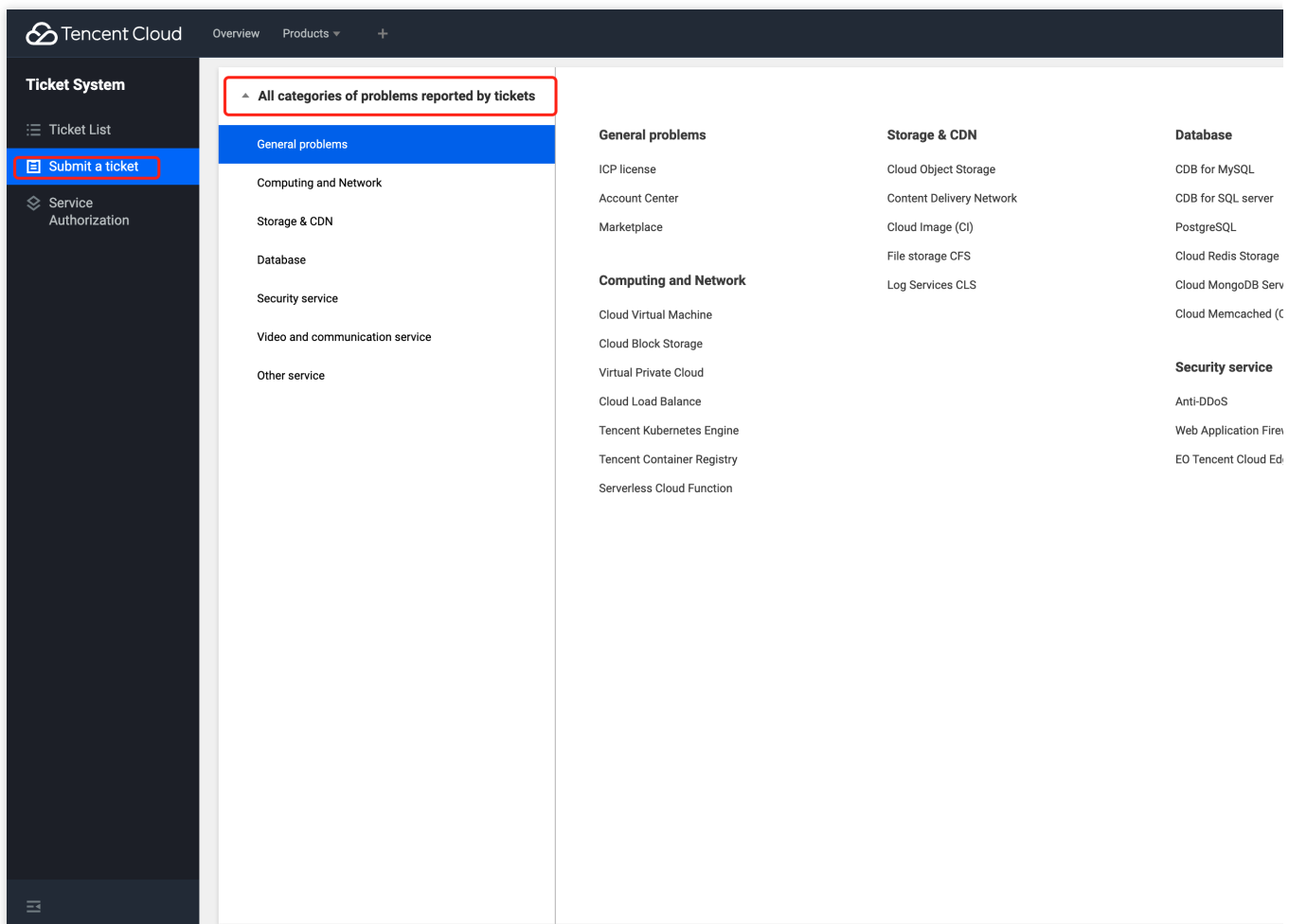
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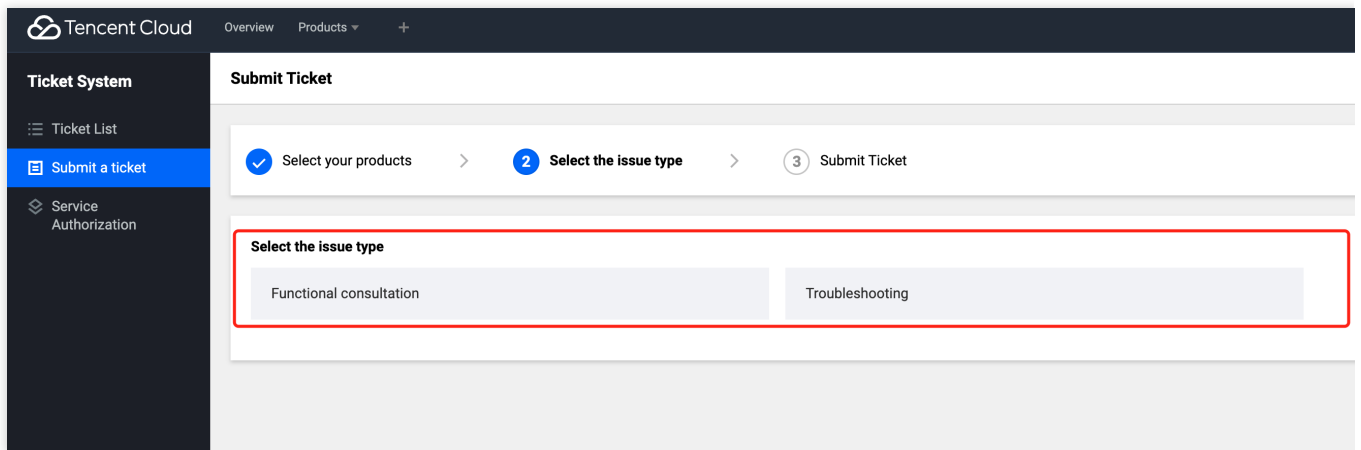
Last updated : 2024-04-01 18:25:49

If you wish to delete your data, you can log in to the [IT Ticketing System](#) and follow these steps.

1. Log in to **Console - Ticket System - Submit a Ticket**, first select **All Categories of problems reported by tickets - Other Service - Others**.



2. Select your issue type. For data deletion ticket requests, please select **Functional Consultation**.



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Overview Products +

Ticket System

- Ticket List
- Submit a ticket**
- Service Authorization

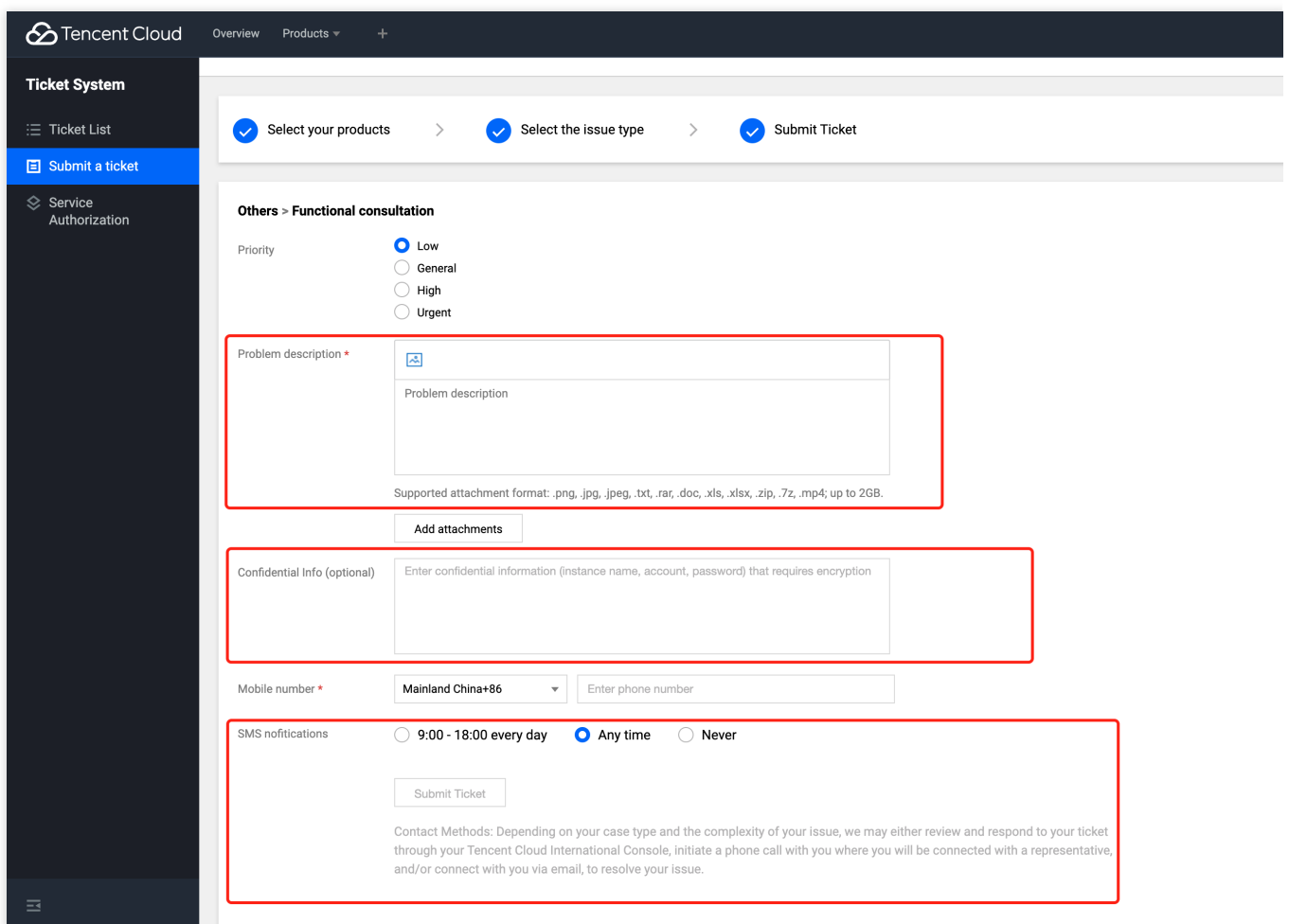
Submit Ticket

1 Select your products > 2 **Select the issue type** > 3 Submit Ticket

Select the issue type

Functional consultation Troubleshooting

3. Please fill in the data detail you need to delete in the problem description. You may also include your instance name, account, and other information (note: confidential information will be encrypted upon submission)



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Overview Products +

Ticket System

- Ticket List
- Submit a ticket**
- Service Authorization

1 Select your products > 2 Select the issue type > 3 **Submit Ticket**

Others > Functional consultation

Priority ☒ Low ☐ General ☐ High ☐ Urgent

Problem description *

Problem description

Supported attachment format: .png, .jpg, .jpeg, .txt, .rar, .doc, .xls, .xlsx, .zip, .7z, .mp4; up to 2GB.

Add attachments

Confidential info (optional) Enter confidential information (instance name, account, password) that requires encryption

Mobile number * Mainland China+86 Enter phone number

SMS notifications ☐ 9:00 - 18:00 every day ☒ Any time ☐ Never

Submit Ticket

Contact Methods: Depending on your case type and the complexity of your issue, we may either review and respond to your ticket through your Tencent Cloud International Console, initiate a phone call with you where you will be connected with a representative, and/or connect with you via email, to resolve your issue.

4. You can choose your contact preference. Once we receive your ticket, a professional colleague will contact the mobile number you provided at your convenience.