

Batch Compute

Contact Us

Product Documentation



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Contact Us

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Hotline

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

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

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

Other regions: +86 75595716

Ticket System

If you encounter any OPS or technical problems when using the product, log in to Tencent Cloud's official website and submit a ticket as instructed. We will respond as soon as possible.

Ticket links:

Ticket submission: [Submit a ticket](#)

Status query: [Ticket list](#)

A ticket can have the following states:

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 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 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 for processing it. You can close the ticket at this stage.

Note :

If you submit a ticket after providing more information again, it will move to the "pending processing" state.

Closed: the ticket is solved or closed by you before the technical support team takes an action