GENESYS™

Cloud Basics for Administrators

Genesys Portal metrics

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Contents

Learn about the metrics details of Genesys Portal for internal monitoring.

Metrics details of Genesys Portal (for internal use only)

Since Genesys Portal is a static page that does not have a backend, the details of the metrics are not exposed. Genesys uses Push-Gateway, which an intermediary service that allows you to push metrics from jobs that cannot be scrapped.

The internal job checks the HTTP status code of Genesys Portal in each tenant and exposes the HTTP status code to the push gateway page in the **9091** port and **/metrics** path.
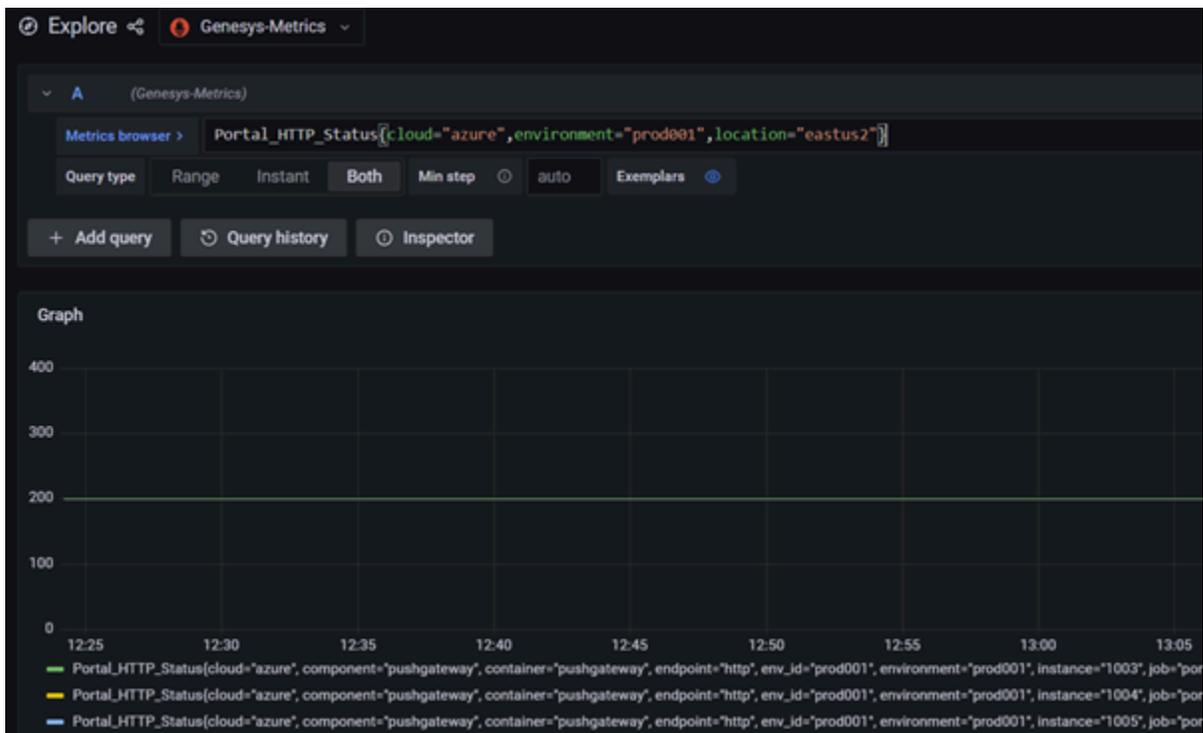
Prometheus/Grafana Cloud scrapes the metrics values from the above-mentioned path.

Metric name: Portal_HTTP_Status

Description: Checks and exposes the HTTP status code of the Genesys Portal page.

Genesys Portal metric exploration

The following screenshot illustrates the Genesys Portal metric exploration in Grafana Cloud.

Portal dashboard

The following screenshot illustrates Portal dashboard in Grafana Cloud

Here is the Grafana Cloud dashboard link: Portal Status Dashboard

Metrics for alerts

If the portal HTTP status code is not **200** for 10 minutes for a tenant, the PagerDuty incident is triggered automatically. The following screenshot illustrates the alert metrics:

```
alert: portal down
expr: Portal_HTTP_Status{cloud="azure"} != 200
for: 600s
labels:
  mute_alarm: off
  service: portal
  severity: CRITICAL
annotations:
  information: Portal is not reachable for tenant {{ $labels.instance }} for more than 10 minutes
  summary: Portal down for {{ $labels.instance }}
```