Digital Channels Private Edition Guide

Observability in Digital Channels

6/4/2026

Contents

Learn about the logs, metrics, and alerts you should monitor for Digital Channels.

Related documentation:

-
-
-
-

RSS:

- For private edition

Monitoring

Private edition services expose metrics that can be scraped by Prometheus, to support monitoring operations and alerting.

- As described on Monitoring overview and approach, you can use a tool like Grafana to create dashboards that query the Prometheus metrics to visualize operational status.

- As described on Customizing Alertmanager configuration, you can configure Alertmanager to send notifications to notification providers such as PagerDuty, to notify you when an alert is triggered because a metric has exceeded a defined threshold.

The services expose a number of Genesys-defined and third-party metrics. The metrics that are defined in third-party software used by private edition services are available for you to use as long as the third-party provider still supports them. For descriptions of available Digital Channels metrics, see:

-

See also System metrics.

Enable monitoring

Digital Channels uses ServiceMonitor custom resource definitions (CRDs) and it also supports custom annotations for pods. To enable monitoring for Digital Channels, set the **monitoring.enabled** Helm chart parameter to `true`. To set custom annotations, use the **podAnnotations** Helm chart parameter. See Override Helm chart values for more information about these parameters.

Service	CRD or annotations?	Port	Endpoint/ Selector	Metrics update interval
	Both — ServiceMonitor and annotations	4004	nexus.nexus.svc.cluster.local/ metrics	15 seconds

Configure metrics

The metrics that are exposed by Digital Channels are available by default. No further configuration is required in order to define or expose these metrics. You cannot define your own custom metrics.

The Metrics pages linked to above show some of the metrics Digital Channels exposes. You can also query Prometheus directly or via a dashboard to see all the metrics available from Digital Channels.

Alerting

Private edition services define a number of alerts based on Prometheus metrics thresholds.

> ### Important
> You can use general third-party functionality to create rules to trigger alerts based on metrics values you specify. Genesys does not provide support for custom alerts that you create in your environment.

For descriptions of available Digital Channels alerts, see:
*

Configure alerts

Private edition services define a number of alerts by default (for Digital Channels, see the pages linked to above). No further configuration is required.

The alerts are defined as **PrometheusRule** objects in a **prometheus-rule.yaml** file in the Helm charts. As described above, Digital Channels does not support customizing the alerts or defining additional **PrometheusRule** objects to create alerts based on the service-provided metrics.

Logging

Digital Channels outputs logs to stdout. You can extract these logs using log collectors such as logstash and Elasticsearch. For more information about logging in private edition, see the logging overview in the Operations guide.