



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

IWD Data Mart Private Edition Guide

Observability in IWD Data Mart

5/25/2026

Contents

- 1 Monitoring
 - 1.1 Enable monitoring
 - 1.2 Configure metrics
- 2 Alerting
 - 2.1 Configure alerts
- 3 Logging

Learn about the logs, metrics, and alerts you should monitor for IWD Data Mart.

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 IWD Data Mart metrics, see:

-

See also [System metrics](#).

Enable monitoring

IWD Data Mart works as a short living cronjob, so it uses Pushgateway for providing metrics. To enable pushing metrics, find the following Helm values as an example:

```
iwddm:
  env:
    monitoring:
      enabled: true
      pushgateway_url: "http://prometheus-pushgateway.monitoring.svc.cluster.local:9091"
```

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
	n/a	n/a	n/a	n/a

Configure metrics

The metrics that are exposed by the IWD Data Mart are available by default. No further configuration is required in order to define or expose these metrics.

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 IWD Data Mart alerts, see:

-

Configure alerts

Private edition services define a number of alerts by default (for IWD Data Mart, 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, IWD Data Mart does not support customizing the alerts or defining additional **PrometheusRule** objects to create alerts based on the service-provided metrics.

Logging

IWDDM container logs to *stdout* in structured JSON format.