



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.

Outbound (CX Contact) Private Edition Guide

API Aggregator metrics and alerts

9/7/2025

Contents

- [1 Metrics](#)
- [2 Alerts](#)

Find the metrics APIA exposes and the alerts defined for APIA.

Related documentation:

-

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
API Aggregator	ServiceMonitor	9102	/metrics	15 seconds

See details about:

- API Aggregator metrics
- API Aggregator alerts

Metrics

Here are some of the metrics exposed by API aggregator.

Metric and description	Metric details	Indicator of
cxc_api_aggregator_schedules_created_total Total schedules created.	Unit: Type: Counter Label: Sample value: 42	
cxc_api_aggregator_schedules_removed_total Total schedules removed.	Unit: Type: Counter Label: Sample value: 42	
cxc_api_aggregator_campaign_template_created_total Total campaign templates created.	Unit: Type: Counter Label: Sample value: 42	
cxc_api_aggregator_campaign_template_removed_total Total campaign templates removed.	Unit: Type: Counter Label: Sample value: 42	
cxc_api_aggregator_users_logged_in_total Total number of users who are logged in.	Unit: total Type: Gauge	

Metric and description	Metric details	Indicator of
	Label: Sample value: 4.2	
cxc_api_aggregator_users_logged_out_total Total number of users who are logged out.	Unit: Type: Gauge Label: Sample value: 4.2	
cxc_api_aggregator_api_requests_total Total count of requests.	Unit: Type: Counter Label: "'ccid', 'tenant_name'" Sample value: 42	
cxc_api_healthy_instance Healthy instance.	Unit: Type: Gauge Label: "'ccid', 'tenant_name'" Sample value: 4.2	
cxc_api_aggregator_api_requests_processed_success Total count of success requests.	Unit: Type: Counter Label: "'ccid', 'tenant_name'" Sample value: 42	
cxc_api_aggregator_top_api_requests Top api requests.	Unit: Type: Counter Label: "'path', 'method', 'id', 'name', 'ccid', 'tenant_name', 'code'" Sample value: 42	
cxc_api_aggregator_redis_connection_failed Failed Redis connection.	Unit: Type: Gauge Label: "'ccid', 'tenant_name'" Sample value: 4.2	
cxc_api_aggregator_request_count Total requests by verb and code.	Unit: Type: Counter Label: "'method', 'path', 'code'" Sample value: 42	
cxc_api_aggregator_request_latencies_ms Request latencies histogram by verb, in milliseconds.	Unit: Type: Histogram Label: "'method', 'path', 'code'" Sample value: [1, 2, 3]	
cxc_api_aggregator_request_out_count Total out requests by verb, destination and code.	Unit: Type: Counter Label: "'method', 'destination', 'code'" Sample value: 42	
cxc_api_aggregator_request_out_latencies_ms	Unit:	

Metric and description	Metric details	Indicator of
Out Request latencies histogram by verb, destination and code, in milliseconds.	Type: Histogram Label: "'method', 'destination', 'code'" Sample value: [1, 2, 3]	
cxc_api_aggregator_elasticsearch_service_latencies_ms Elasticsearch Request latencies histogram by verb, destination and code, in milliseconds.	Type: Histogram Label: "'method', 'destination', 'code'" Sample value: [1, 2, 3]	

Alerts

The following alerts are defined for API Aggregator.

Alert	Severity	Description	Based on	Threshold
CXC-API-LatencyHigh	HIGH	Triggered when the latency for API responses is beyond the defined threshold.		2500ms for 5m
CXC-API-Redis-Connection-Failed	HIGH	Triggered when the connection to redis fails for more than 1 minute.		1m
CXC-EXT-Ingress-Error-Rate	HIGH	Triggered when the Ingress error rate is above the specified threshold.		20% for 5m
cxc_api_too_many_errors_from_auth	HIGH	Triggered when there are too many error responses from the auth service for more than the specified time threshold.		1m
CXC-CPUUsage	HIGH	Triggered when the CPU utilization of a pod is beyond the threshold		300% for 5m
CXC-MemoryUsage	HIGH	Triggered when the memory utilization of a pod is beyond the threshold.		70% for 5m
CXC-PodNotReadyCount	HIGH	Triggered when the number of pods ready for a CX Contact		1 for 5m

Alert	Severity	Description	Based on	Threshold
		deployment is less than or equal to the threshold.		
CXC-PodRestartsCount	HIGH	Triggered when the restart count for a pod is beyond the threshold.		1 for 5m
CXC-MemoryUsagePD	HIGH	Triggered when the memory usage of a pod is above the critical threshold.		90% for 5m
CXC-PodRestartsCountPD	HIGH	Triggered when the restart count is beyond the critical threshold.		5 for 5m
CXC-PodsNotReadyPD	HIGH	Triggered when there are no pods ready for CX Contact deployment.		0 for 1m