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## Outbound (CX Contact) Private Edition Guide

[API Aggregator metrics and alerts](#)

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

## Related documentation:

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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
<b>cxc_api_aggregator_schedules_created_total</b> Total schedules created.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 42	
<b>cxc_api_aggregator_schedules_removed_total</b> Total schedules removed.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 42	
<b>cxc_api_aggregator_campaign_template_created_total</b> Total campaign templates created.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 42	
<b>cxc_api_aggregator_campaign_template_removed_total</b> Total campaign templates removed.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 42	
<b>cxc_api_aggregator_users_loggedin_total</b> Total number of users who are logged in.	<b>Type:</b> Gauge	

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

Metric and description	Metric details	Indicator of
Out Request latencies histogram by verb, destination and code, in milliseconds.	<b>Type:</b> Histogram <b>Label:</b> {"method", "destination", "code"} <b>Sample value:</b> [1, 2, 3]	
<b>cxc_api_aggregator_elasticsearch</b> <b>cxc_api_aggregator_elasticsearch</b> Elasticsearch Request latencies histogram by verb, destination and code, in milliseconds.	<b>cxc_api_aggregator_elasticsearch</b> <b>cxc_api_aggregator_elasticsearch</b> <b>Type:</b> Histogram <b>Label:</b> {"method", "destination", "code"} <b>Sample value:</b> [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_error_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

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<b>Alert</b>	<b>Severity</b>	<b>Description</b>	<b>Based on</b>	<b>Threshold</b>
		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