

GENESYS

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

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_ Total schedules created. | Unit: created_total Type: Counter Label: Sample value: 42 | |
| cxc_api_aggregator_schedules_ Total schedules removed. | Unit: removed_total Type: Counter Label: Sample value: 42 | |
| cxc_api_aggregator_campaign_s Total campaign templates created. | Unit: template_created_total Type: Counter Label: Sample value: 42 | |
| cxc_api_aggregator_campaign_s Total campaign templates removed. | Unit: template_removed_total Type: Counter Label: Sample value: 42 | |
| cxc_api_aggregator_users_logg Total number of users who are logged in. | e d_nit: total Type: Gauge | |

| Metric and description | Metric details | Indicator of |
|--|---|--------------|
| | Label: Sample value: 4.2 | |
| cxc_api_aggregator_users_logge Total number of users who are logged out. | Unit: ed_out_total Type: Gauge Label: Sample value: 4.2 | |
| cxc_api_aggregator_api_request Total count of requests. | Unit: ts_total 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_request Total count of success requests. | Unit: ts_processed_success Type: Counter Label: "'ccid', 'tenant_name'" Sample value: 42 | |
| cxc_api_aggregator_top_api_req Top api requests. | Unit: !uests !yest Counter Label: "'path', 'method', 'id', 'name', 'ccid', 'tenant_name', 'code'" Sample value: 42 | |
| cxc_api_aggregator_redis_connection. | Unit: ection_failed Type: Gauge Label: "'ccid', 'tenant_name'" Sample value: 4.2 | |
| cxc_api_aggregator_request_col Total requests by verb and code. | Unit: unt Type: Counter Label: "'method', 'path', 'code'" Sample value: 42 | |
| cxc_api_aggregator_request_lat Request latencies histogram by verb, in milliseconds. | encies_ms Type: Histogram Label: "'method', 'path', 'code'" Sample value: [1, 2, 3] | |
| cxc_api_aggregator_request_our Total out requests by verb, destination and code. | t Unit: t_count Type: Counter Label: "'method', 'destination', 'code'" Sample value: 42 | |
| cxc_api_aggregator_request_ou | t_Uatencies_ms | |

| 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_elasticsear | | | |
| 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_e | rr ାଧୀର୍ _ffrom_auth | 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 |