GENESYS™

Outbound (CX Contact) Private Edition Guide

Campaign Manager metrics and alerts

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Contents

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

Related documentation:

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Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Campaign Manager	ServiceMonitor	3106	/metrics	15 seconds

See details about:

- Campaign Manager metrics
- Campaign Manager alerts

Metrics

Here are some of the metrics exposed by Campaign manager.

Metric and description	Metric details	Indicator of
cxc_cm_campaign_group_created_total Total campaign groups created.	**Unit:** **Type:** Counter **Label:** "'ccid', 'tenant_name'" **Sample value:** 42	
cxc_cm_campaign_group_removed_total Total campaign groups removed.	**Unit:** **Type:** Counter **Label:** "'ccid', 'tenant_name'" **Sample value:** 42	
cxc_cm_campaign_group_running_total Total campaign groups are running.	**Unit:** **Type:** Gauge **Label:** "'ccid', 'tenant_name'" **Sample value:** 4.2	
cxc_cm_healthy_instance Healthy instance.	**Unit:** **Type:** Gauge **Label:** n/a **Sample value:** 4.2	
cxc_cm_campaign_group_active_total		

Metric and description	Metric details	Indicator of
Campaign group active total.	**Type:** Gauge **Label:** "'ccid', 'tenant_name'" **Sample value:** 4.2	
cxc_cm_schedule_item_running_total Campaign group with schedule running total.	**Unit:** **Type:** Gauge **Label:** n/a **Sample value:** 4.2	
cxc_cm_schedule_item_active_total Campaign group with schedule active total.	**Unit:** **Type:** Gauge **Label:** n/a **Sample value:** 4.2	
cxc_cm_request_count Total requests by verb and code.	**Unit:** **Type:** Counter **Label:** "'method', 'path', 'code'" **Sample value:** 42	
cxc_cm_request_latencies_ms Request latencies histogram by verb in milliseconds.	**Unit:** **Type:** Histogram **Label:** "'method', 'path', 'code'" **Sample value:** [1, 2, 3]	
cxc_cm_request_out_count Total out requests by verb destination and code.	**Unit:** **Type:** Counter **Label:** "'method', 'destination', 'code'" **Sample value:** 42	
cxc_cm_request_out_latencies_ms Out Request latencies histogram by verb destination and code, in milliseconds.	**Unit:** **Type:** Histogram **Label:** "'method', 'destination', 'code'" **Sample value:** [1, 2, 3]	
cxc_cm_elasticsearch_service_latencies_ms Elasticsearch Request latencies histogram by verb destination and code, in milliseconds.	**Unit:** **Type:** Histogram **Label:** "'method', 'destination', 'code'" **Sample value:** [1, 2, 3]	

Alerts

The following alerts are defined for Campaign Manager.

Alert	Severity	Description	Based on	Threshold
CXC-CM-Redis-Connection-Failed	HIGH	Triggered when the connection to redis fails for more than		1m

Alert	Severity	Description	Based on	Threshold
		1 minute.		
CXC-CPUUsage	HIGH	Triggered when a 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 deployment is less than or equal to the threshold.		1 for 5m
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