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# Outbound (CX Contact) Private Edition Guide

Campaign Manager metrics and alerts

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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
<b>cxc_cm_campaign_group_created_total</b> Total campaign groups created.	<b>Unit:</b> total <b>Type:</b> Counter <b>Label:</b> ""ccid", 'tenant_name"" <b>Sample value:</b> 42	
<b>cxc_cm_campaign_group_removed_total</b> Total campaign groups removed.	<b>Unit:</b> total <b>Type:</b> Counter <b>Label:</b> ""ccid", 'tenant_name"" <b>Sample value:</b> 42	
<b>cxc_cm_campaign_group_running_total</b> Total campaign groups are running.	<b>Unit:</b> total <b>Type:</b> Gauge <b>Label:</b> ""ccid", 'tenant_name"" <b>Sample value:</b> 4.2	
<b>cxc_cm_healthy_instance</b> Healthy instance.	<b>Unit:</b> total <b>Type:</b> Gauge <b>Label:</b> n/a <b>Sample value:</b> 4.2	
<b>cxc_cm_campaign_group_active_total</b>		

Metric and description	Metric details	Indicator of
Campaign group active total.	<b>Type:</b> Gauge <b>Label:</b> "'ccid', 'tenant_name'" <b>Sample value:</b> 4.2	
<b>cxc_cm_schedule_item_running_total</b> Campaign group with schedule running total.	<b>Unit:</b> <b>Type:</b> Gauge <b>Label:</b> n/a <b>Sample value:</b> 4.2	
<b>cxc_cm_schedule_item_active_total</b> Campaign group with schedule active total.	<b>Unit:</b> <b>Type:</b> Gauge <b>Label:</b> n/a <b>Sample value:</b> 4.2	
<b>cxc_cm_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_cm_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_cm_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_cm_request_out_latencies_ms</b> Out Request latencies histogram by verb destination and code, in milliseconds.	<b>Unit:</b> <b>Type:</b> Histogram <b>Label:</b> "'method', 'destination', 'code'" <b>Sample value:</b> [1, 2, 3]	
<b>cxc_cm_elasticsearch_service_latencies_ms</b> Elasticsearch Request latencies histogram by verb destination and code, in milliseconds.	<b>Unit:</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 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

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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