

GENESYS

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Outbound (CX Contact) Private Edition Guide

Compliance Manager metrics and alerts

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

Related documentation:

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Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Compliance Manager	ServiceMonitor	3107	/metrics	15 seconds

See details about:

- Compliance Manager metrics
- Compliance Manager alerts

Metrics

Metric and description	Metric details	Indicator of		
compliance_api_history_reques Total number of history API calls.	Unit: ts_total Type: Counter Label: "'type', 'ccid', 'tenant_name'" Sample value: 42			
compliance_validation_under_p	Unit: rocessing_total			
Total number validation requests are under processing.	Type: Gauge Label: "'type', 'ccid', 'tenant_name'" Sample value: 4.2			
compliance_validation_complet	e_total			
Total number of completed validation calls.	Type: Counter Label: "'type', 'ccid', 'tenant_name'" Sample value: 42			
compliance_validation_success_total:				
Number of validated requests with Success status.	Type: Counter Label: "'type', 'ccid', 'tenant_name'" Sample value: 42			
compliance_validation_failed_totahit:				
Number of validation requests with Failed status.	Type: Counter Label: "'type', 'ccid', 'tenant_name'"			

Metric and description	Metric details	Indicator of		
	Sample value: 42			
compliance_validation_success	by_tenant			
Number of validation requests by Tenant with Success result.	Type: Counter Label: "'type', 'tenant_name'" Sample value: 42			
compliance_validation_failed_by	y_ Yeit ant			
Number of validation requests by Tenant with Fail result.	Type: Counter Label: "'type', 'tenant_name'" Sample value: 4.2			
cxc_compliance_healthy_instan	Unit: ce			
Healthy instance.	Type: Gauge Label: n/a Sample value: 4.2			
cxc_compliance_request_latenc	ies ms Unit:			
The latencies of all HTTP requests distributed by method, plus path and HTTP response code.	Type: Histogram Label: "'method', 'path', 'code'" Sample value: [1, 2, 3]			
cxc_compliance_request_count	Unit:			
The number of all HTTP requests distributed by method, plus path and HTTP response code.	Type: Counter Label: "'method', 'path', 'code'" Sample value: 42			
compliance_redis_connections	Unit: made			
Total number of Redis connections made.	Type: Counter Label: n/a Sample value: 42			
compliance_redis_connections_	clósitd			
Total number of Redis connections closed. Current can be calculated with the help of compliance_redis_connections_made.	Type: Counter Label: n/a Sample value: 42			
compliance_redis_access_errors	Unit:			
Total number of reported REDIS errors.	Type: Counter Label: n/a Sample value: 42			
compliance_ocs_calls_placed	Unit:			
Total number of calls placed by OCS broken by GSW_CALL_RESULT.	Type: Counter Label: 'GSW_CALL_RESULT' Sample value: 42			
cxc_compliance_request_out_couldnit:				

Metric and description	Metric details	Indicator of	
Total Out Requests by verb, destination, and code.	Type: Counter Label: "'method', 'path', 'code'" Sample value: 42		
cxc_compliance_request_out_la	Unit: tencies_ms		
Out Request latencies histogram by verb, destination, and code, in milliseconds.	Type: Histogram Label: "'method', 'path', 'code'" Sample value: [1, 2, 3]		
cxc_dm_elasticsearch_service_l	cxc_dm_elasticsearch_service_la temit ies_ms		
Elasticsearch Request latencies histogram by verb, destination, and code, in milliseconds.	Type: Histogram Label: n/a Sample value: [1, 2. 3]		
cxc_compliance_validation_rate			
Total number of validation requests rejected due to rate limit exceeded, broken by customer (tenant) and a limit reason {device, customerId, overall}.	Type: Counter Label: "'ccid', 'reason'" Sample value: 42		

Alerts

The following alerts are defined for Compliance Manager.

Alert	Severity	Description	Based on	Threshold
CXC-Compliance- LatencyHigh	HIGH	Triggered when the latency for API responses is beyond the defined threshold.		5000ms for 5m
CXC-CoM-Redis-no- active-connections	HIGH	Triggered when CX Contact compliance has no active redis connection for 2 minutes		2m
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		1 for 5m

Alert	Severity	Description	Based on	Threshold
		Contact 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