Outbound (CX Contact) Private Edition Guide

Compliance Manager metrics and alerts

2/8/2026

Contents

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_requests_total Total number of history API calls.	**Unit:** **Type:** Counter **Label:** "'type', 'ccid', 'tenant_name'" **Sample value:** 42	
compliance_validation_under_processing_total Total number validation requests are under processing.	**Unit:** **Type:** Gauge **Label:** "'type', 'ccid', 'tenant_name'" **Sample value:** 4.2	
compliance_validation_complete_total Total number of completed validation calls.	**Unit:** **Type:** Counter **Label:** "'type', 'ccid', 'tenant_name'" **Sample value:** 42	
compliance_validation_success_total Number of validated requests with Success status.	**Unit:** **Type:** Counter **Label:** "'type', 'ccid', 'tenant_name'" **Sample value:** 42	
compliance_validation_failed_total Number of validation requests with Failed status.	**Unit:** **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.	**Unit:** **Type:** Counter **Label:** "'type', 'tenant_name'" **Sample value:** 42	
compliance_validation_failed_by_tenant Number of validation requests by Tenant with Fail result.	**Unit:** **Type:** Counter **Label:** "'type', 'tenant_name'" **Sample value:** 4.2	
cxc_compliance_healthy_instance Healthy instance.	**Unit:** **Type:** Gauge **Label:** n/a **Sample value:** 4.2	
cxc_compliance_request_latencies_ms The latencies of all HTTP requests distributed by method, plus path and HTTP response code.	**Unit:** **Type:** Histogram **Label:** "'method', 'path', 'code'" **Sample value:** [1, 2, 3]	
cxc_compliance_request_count The number of all HTTP requests distributed by method, plus path and HTTP response code.	**Unit:** **Type:** Counter **Label:** "'method', 'path', 'code'" **Sample value:** 42	
compliance_redis_connections_made Total number of Redis connections made.	**Unit:** **Type:** Counter **Label:** n/a **Sample value:** 42	
compliance_redis_connections_closed Total number of Redis connections closed. Current can be calculated with the help of compliance_redis_connections_made.	**Unit:** **Type:** Counter **Label:** n/a **Sample value:** 42	
compliance_redis_access_errors Total number of reported REDIS errors.	**Unit:** **Type:** Counter **Label:** n/a **Sample value:** 42	
compliance_ocs_calls_placed Total number of calls placed by OCS broken by GSW_CALL_RESULT.	**Unit:** **Type:** Counter **Label:** 'GSW_CALL_RESULT' **Sample value:** 42	
cxc_compliance_request_out_count	**Unit:**	

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_latencies_ms Out Request latencies histogram by verb, destination, and code, in milliseconds.	**Unit:** **Type:** Histogram **Label:** "'method', 'path', 'code'" **Sample value:** [1, 2, 3]	
cxc_dm_elasticsearch_service_latencies_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_limit_reached Total number of validation requests rejected due to rate limit exceeded, broken by customer (tenant) and a limit reason {device, customerId, overall}.	**Unit:** **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