GENESYS™

Outbound (CX Contact) Private Edition Guide

Dial Manager metrics and alerts

2/21/2026

Contents

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

Related documentation:

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Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Dial Manager	ServiceMonitor	3109	/metrics	15 seconds

See details about:

- Dial Manager metrics
- Dial Manager alerts

Metrics

Metric and description	Metric details	Indicator of
cxc_dm_healthy_instance Healthy instance.	**Unit:** **Type:** Gauge **Label:** n/a **Sample value:** 4.2	
cxc_dm_processed_batches_total Total processed batches.	**Unit:** **Type:** Counter **Label:** "'media', 'ccid', 'tenant_name'" **Sample value:** 42	
cxc_dm_processed_messages_total Total processed messages.	**Unit:** **Type:** Counter **Label:** "'media', 'ccid', 'tenant_name'" **Sample value:** 42	
cxc_dm_opt_out_messages_total Total opt out messages.	**Unit:** **Type:** Counter **Label:** "'media', 'ccid', 'tenant_name'" **Sample value:** 42	
cxc_dm_failed_processed_messages_total Total failed messages.	**Unit:** **Type:** Counter **Label:** "'media', 'ccid', 'tenant_name'" **Sample value:** 42	

Metric and description	Metric details	Indicator of
cxc_dm_batch_size Batch size histogram.	**Unit:** **Type:** Histogram **Label:** "'media', 'ccid', 'tenant_name'" **Sample value:** [1, 2, 3]	
cxc_dm_process_message_duration_seconds Processing message duration histogram.	**Unit:** **Type:** Histogram **Label:** "'media', 'ccid', 'tenant_name'" **Sample value:** [1, 2, 3]	
cxc_dm_delivery_buffer_size Delivery buffer size.	**Unit:** **Type:** Gauge **Label:** 'media' **Sample value:** 4.2	
cxc_dm_test_messages_total Total test messages.	**Unit:** **Type:** Counter **Label:** "'media', 'ccid', 'tenant_name'" **Sample value:** 42	
cxc_dm_failed_test_messages_total Total failed test messages.	**Unit:** **Type:** Counter **Label:** "'media', 'ccid', 'tenant_name'" **Sample value:** 42	
cxc_dm_nexus_service_status The current status of the connection to the Nexus service.	**Unit:** **Type:** Gauge **Label:** "'ccid', 'tenant_name'" **Sample value:** 4.2	
cxc_dm_request_count Total requests made to Nexus via websocket.	**Unit:** **Type:** Counter **Label:** "'media', 'ccid', 'tenant_name', 'code'" **Sample value:** 42	
cxc_dm_request_latencies_ms Request latencies histogram by tenant, in milliseconds.	**Unit:** **Type:** Histogram **Label:** **Sample value:** [1, 2, 3]	
cxc_dm_request_out_count Total out requests by verb, destination, and code.	**Unit:** **Type:** Counter **Label:** "'method', 'destination', 'code'" **Sample value:** 42	
cxc_dm_request_out_latencies_ms Out Request latencies histogram by verb, destination, and code, in milliseconds.	**Unit:** **Type:** Histogram **Label:** **Sample value:** [1, 2, 3]	
cxc_dm_elasticsearch_service_latencies_ms		

Metric and description	Metric details	Indicator of
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 Dial Manager.

Alert	Severity	Description	Based on	Threshold
CXC-DM-LatencyHigh	HIGH	Triggered when the latency for dial manager is above the defined threshold.		5000ms for 5m
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 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