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# Outbound (CX Contact) Private Edition Guide

Dial Manager metrics and alerts

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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
<b>cxc_dm_healthy_instance</b> Healthy instance.	<b>Unit:</b> <b>Type:</b> Gauge <b>Label:</b> n/a <b>Sample value:</b> 4.2	
<b>cxc_dm_processed_batches_total</b> Total processed batches.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> ""media', 'ccid', 'tenant_name"" <b>Sample value:</b> 42	
<b>cxc_dm_processed_messages_total</b> Total processed messages.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> ""media', 'ccid', 'tenant_name"" <b>Sample value:</b> 42	
<b>cxc_dm_opt_out_messages_total</b> Total opt out messages.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> ""media', 'ccid', 'tenant_name"" <b>Sample value:</b> 42	
<b>cxc_dm_failed_processed_messages_total</b> Total failed messages.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> ""media', 'ccid', 'tenant_name"" <b>Sample value:</b> 42	
<b>cxc_dm_batch_size</b> Batch size histogram.	<b>Unit:</b> <b>Type:</b> Histogram <b>Label:</b> ""media', 'ccid', 'tenant_name"" <b>Sample value:</b> [1, 2, 3]	
<b>cxc_dm_process_message_duration_seconds</b> Processing message duration histogram.	<b>Unit:</b> <b>Type:</b> Histogram <b>Label:</b> ""media', 'ccid', 'tenant_name"" <b>Sample value:</b> [1, 2, 3]	

Metric and description	Metric details	Indicator of
<b>cxc_dm_delivery_buffer_size</b> Delivery buffer size.	<b>Unit:</b> <b>Type:</b> Gauge <b>Label:</b> 'media' <b>Sample value:</b> 4.2	
<b>cxc_dm_test_messages_total</b> Total test messages.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> "'media', 'ccid', 'tenant_name'" <b>Sample value:</b> 42	
<b>cxc_dm_failed_test_messages_total</b> Total failed test messages.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> "'media', 'ccid', 'tenant_name'" <b>Sample value:</b> 42	
<b>cxc_dm_nexus_service_status</b> The current status of the connection to the Nexus service.	<b>Unit:</b> <b>Type:</b> Gauge <b>Label:</b> "'ccid', 'tenant_name'" <b>Sample value:</b> 4.2	
<b>cxc_dm_request_count</b> Total requests made to Nexus via websocket.	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> "'media', 'ccid', 'tenant_name', 'code'" <b>Sample value:</b> 42	
<b>cxc_dm_request_latencies_ms</b> Request latencies histogram by tenant, in milliseconds.	<b>Unit:</b> <b>Type:</b> Histogram <b>Label:</b> <b>Sample value:</b> [1, 2, 3]	
<b>cxc_dm_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_dm_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> <b>Sample value:</b> [1, 2, 3]	
<b>cxc_dm_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]	

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## 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