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Outbound (CX Contact) Private Edition Guide

Job Scheduler metrics and alerts

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

Related documentation:

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Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Job Scheduler	ServiceMonitor	3108	/metrics	15 seconds

See details about:

- Job Scheduler metrics
- Job Scheduler alerts

Metrics

Metric and description	Metric details	Indicator of
cxc_js_jobs_executed_total Total jobs executed.	Unit: Type: Counter Label: ""type', 'ccid', 'tenant_name"" Sample value: 42	
cxc_js_jobs_failed_total Total failed jobs.	Unit: Type: Counter Label: ""type', 'ccid', 'tenant_name"" Sample value: 42	
cxc_js_jobs_success_total Total successful jobs.	Unit: Type: Counter Label: ""type', 'ccid', 'tenant_name"" Sample value: 42	
cxc_js_jobs_nothing_to_do_total Total jobs with Nothing TO DO result.	Unit: Type: Counter Label: ""type', 'ccid', 'tenant_name"" Sample value: 42	
cxc_js_jobs_run_now_total Total jobs that were started manually.	Unit: Type: Counter Label: ""ccid', 'tenant_name"" Sample value: 42	

Metric and description	Metric details	Indicator of
cxc_js_files_imported_total Total files imported.	Unit: Type: Counter Label: "'action', 'ccid', 'tenant_name'" Sample value: 42	
cxc_js_jobs_ttl_exceeded_total Total ttl exceeded jobs.	Unit: Type: Counter Label: "'type', 'ccid', 'tenant_name'" Sample value: 42	
cxc_js_jobs_running_total Number of currently active jobs.	Unit: Type: Gauge Label: "'type', 'ccid', 'tenant_name'" Sample value: 4.2	
cxc_js_redis_connections Count of active connections to Redis server.	Unit: Type: Gauge Label: n/a Sample value: 4.2	
cxc_js_job_duration_seconds Job duration histogram.	Unit: Type: Histogram Label: "'type', 'ccid', 'tenant_name'" Sample value: [1, 2, 3]	
cxc_js_job_import_file_size_megabytes Job import file size histogram.	Unit: Type: Histogram Label: "'action', 'ccid', 'tenant_name'" Sample value: [1, 2, 3]	
cxc_js_healthy_instance Healthy instance.	Unit: Type: Gauge Label: n/a Sample value: 4.2	
cxc_js_request_count Total requests by verb and code.	Unit: Type: Counter Label: "'method', 'path', 'code'" Sample value: 42	
cxc_js_request_latencies_ms Request latencies histogram by verb, in milliseconds.	Unit: Type: Histogram Label: "'method', 'path', 'code'" Sample value: [1, 2, 3]	
cxc_js_request_out_count Total out requests by verb, destination, and code.	Unit: Type: Counter Label: "'method', 'destination', 'code'" Sample value: 42	
cxc_js_request_out_latencies_ms	Unit:	

Metric and description	Metric details	Indicator of
Out Request latencies histogram by verb, destination, and code, in milliseconds.	Type: Histogram Label: "'method', 'destination', 'code'" Sample value: [1, 2, 3]	
cxc_js_healthy_tenants Healthy tenants.	Unit: Type: Gauge Label: "'ccid', 'tenant_name'" Sample value: 4.2	

Alerts

The following alerts are defined for Job Scheduler.

Alert	Severity	Description	Based on	Threshold
CXC-JS-LatencyHigh	HIGH	Triggered when the latency for job scheduler 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-	HIGH	Triggered when		0 for 1m

Alert	Severity	Description	Based on	Threshold
PodsNotReadyPD		there are no pods ready for CX Contact deployment.		