Outbound (CX Contact) Private Edition Guide

List Builder metrics and alerts

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Contents

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

Related documentation:

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Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
List Builder	ServiceMonitor	3104	/metrics	15 seconds

See details about:

- List Builder metrics
- List Builder alerts

Metrics

Metric and description	Metric details	Indicator of
cxc_lb_jobs_running_total Number of currently active jobs.	**Unit:** **Type:** Counter **Label:** "'type', 'ccid', 'tenant_name'" **Sample value:** [1, 2, 3]	
cxc_lb_contacts_imported_total Total contacts imported.	**Unit:** **Type:** Counter **Label:** "'ccid', 'tenant_name'" **Sample value:** 42	
cxc_lb_devices_imported_total Total device imported.	**Unit:** **Type:** Counter **Label:** "'ccid', 'tenant_name'" **Sample value:** 42	
cxc_lb_rejected_contact_lines_total Total of rejected lines in input contact list files.	**Unit:** **Type:** Counter **Label:** "'ccid', 'tenant_name'" **Sample value:** 42	
cxc_lb_healthy_instance Healthy instance.	**Unit:** **Type:** Gauge **Label:** n/a **Sample value:** 4.2	

Metric and description	Metric details	Indicator of
cxc_lb_request_count Total requests by verb and code.	**Unit:** **Type:** Counter **Label:** "'method', 'path', 'code'" **Sample value:** 42	
cxc_lb_request_latencies_ms Request latencies histogram by verb, in milliseconds.	**Unit:** **Type:** Histogram **Label:** "'method', 'path', 'code'" **Sample value:** [1, 2, 3]	
cxc_lb_job_count Total jobs.	**Unit:** **Type:** Counter **Label:** "'type', 'result', 'ccid', 'tenant_name'" **Sample value:** 42	
cxc_lb_job_duration_seconds Jobs duration histogram in seconds	**Unit:** **Type:** Histogram **Label:** "'type', 'ccid', 'tenant_name'" **Sample value:** [1, 2, 3]	
cxc_lb_request_out_count Total out requests by verb, destination, and code.	**Unit:** **Type:** Counter **Label:** "'method', 'destination', 'code'" **Sample value:** 42	
cxc_lb_request_out_latencies_ms Out Request latencies histogram by verb, destination, and code, in milliseconds.	**Unit:** **Type:** Histogram **Label:** "'method', 'destination', 'code'" **Sample value:** [1, 2, 3]	

Alerts

The following alerts are defined for List Builder.

Alert	Severity	Description	Based on	Threshold
CXC-LB-LatencyHigh	HIGH	Triggered when the latency for list builder 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		70% for 5m

Alert	Severity	Description	Based on	Threshold
		the threshold.		
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