Outbound (CX Contact) Private Edition Guide

List Manager metrics and alerts

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Contents

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

Related documentation:

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Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
List Manager	ServiceMonitor	3105	/metrics	15 seconds

See details about:

- List Manager metrics
- List Manager alerts

Metrics

Metric and description	Metric details	Indicator of
cxc_list_manager_executed_jobs_count Total executed jobs count.	**Unit:** **Type:** Counter **Label:** n/a **Sample value:** 42	
cxc_list_manager_running_jobs_count Running jobs count.	**Unit:** **Type:** Gauge **Label:** n/a **Sample value:** 4.2	
cxc_list_manager_rejected_jobs_count Rejected jobs count.	**Unit:** **Type:** Counter **Label:** n/a **Sample value:** 42	
cxc_list_manager_jobs_duration Job duration, in milliseconds.	**Unit:** **Type:** Histogram **Label:** n/a **Sample value:** [1, 2, 3]	
cxc_list_manager_responses_summary Response time, in milliseconds.	**Unit:** **Type:** Summary **Label:** "'method', 'path', 'status'" **Sample value:** 42	

Metric and description	Metric details	Indicator of
cxc_list_manager_healthy_instance Healthy instance.	**Unit:** **Type:** Gauge **Label:** n/a **Sample value:** 4.2	
cxc_list_manager_downloaded_compliance_files_count Count of downloaded compliance files.	**Unit:** **Type:** Counter **Label:** n/a **Sample value:** 42	
cxc_list_manager_contacts_lists_created_count Count of created Contacts Lists.	**Unit:** **Type:** Counter **Label:** "'ccid','tenant_name'" **Sample value:** 42	
cxc_list_manager_import_contacts_requests_processed_count Count of created Contacts Lists.	**Unit:** **Type:** Counter **Label:** "'ccid','tenant_name'" **Sample value:** 42	
cxc_list_manager_import_contacts_requests_failed_count Count of created Contacts Lists.	**Unit:** **Type:** Counter **Label:** "'ccid','tenant_name'" **Sample value:** 42	

Alerts

The following alerts are defined for List Manager.

Alert	Severity	Description	Based on	Threshold
CXC-LM-LatencyHigh	HIGH	Triggered when the latency for list manager is above the defined threshold		5000ms for 5m
cxc_list_manager_too_many_errors_from_auth	HIGH	Triggered when there are too many error responses from the auth service (list manager) for more than the specified time threshold.		1m
CXC-CPUUsage	HIGH	Triggered when the CPU utilization of a pod is beyond the threshold		300% for 5m

Alert	Severity	Description	Based on	Threshold
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