

# **GENESYS**

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## Outbound (CX Contact) Private Edition Guide

List Manager metrics and alerts

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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_job  Total executed jobs count.	Unit: s_count Type: Counter Label: n/a Sample value: 42	
cxc_list_manager_running_jobs_Running jobs count.	Unit: count Type: Gauge Label: n/a Sample value: 4.2	
cxc_list_manager_rejected_jobs Rejected jobs count.	Unit: _count 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_su Response time, in milliseconds.	Unit: mmary Type: Summary Label: "'method', 'path', 'status'" Sample value: 42	

Metric and description	Metric details	Indicator of
cxc_list_manager_healthy_insta Healthy instance.	Unit: Ince Type: Gauge Label: n/a Sample value: 4.2	
cxc_list_manager_downloaded_ Count of downloaded compliance files.	Unit: compliance_files_count Type: Counter Label: n/a Sample value: 42	
cxc_list_manager_contacts_lists Count of created Contacts Lists.	Unit: created_count Type: Counter Label: "'ccid','tenant_name'" Sample value: 42	
cxc_list_manager_import_contact Count of created Contacts Lists.	Unit: cts_requests_processed_count Type: Counter Label: "'ccid','tenant_name'" Sample value: 42	
cxc_list_manager_import_contacts Count of created Contacts Lists.	Unit: cts_requests_failed_count 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_to	o_HMGHy_errors_from_a	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