Genesys Customer Experience Insights Private Edition Guide

RAA metrics and alerts

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Contents

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

Related documentation:
  *

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval

RAA	PodMonitor and PrometheusRule	metrics: 9100, health: 9101	RAA forms matched labels from raa.statefulset.selector.matchLabels values, specified in values.yaml. The default contains a single raa-app item with raa.serviceName variable as a value. The element raa.serviceName is a concatenation of parameters.
			
			`....`
			`  statefulset:`
			`    ## pod selector`
			`    selector:`
			
			`matchLabels:`
			`        raa-app: "{{ tpl $.Values.raa.serviceName $ }}"`
			
			`    template:`
			`    ## a map of pod specific labels to add to common labels`
			`      labels:`
			`        raa-app: "{{ tpl $.Values.raa.serviceName $ }}"`
				metrics: several seconds, health: up to 3 minutes

See details about:

  * RAA metrics
  * RAA alerts

Metrics

Metric and description	Metric details	Indicator of

gcxi_raa_health_level
 	
A health status metric extracted using a dedicated port on the monitor container. The metric value is a sum of values from two different health-checks:
 	
• A database-based health-check. Results:
 	
  • A result of **2** indicates that RAA is working or in maintenance (has received a STOP command from Genesys Info Mart, and will restart only after receiving the START command).
 	
  • A result of **0** indicates that RAA is not working according to this check.
 	
• A local health-check.
 	
  • A result of **1** indicates that RAA is processing aggregation requests according to local health files.
 	
  • A result of **0** indicates that RAA is not processing aggregation requests according to local health files.
	Unit:
	
	Type: Gauge
	Label:
	Sample value: 0
		Health check

gcxi_raa_command_count The number of commands received from Genesys Info mart since the previous scrape. Label reflects the name of the command. The supported commands are: START, QUIT, EXIT, UPDATE_CONFIG, REAGGREGATE	**Unit:** **Type:** Counter **Label:** cmd **Sample value:** 10	Traffic
gcxi_raa_dispatch_count The number of dispatch events (moving aggregation requests from AGR_NOTIFICATION to PENDING_ARG) since the previous scrape. Dispatch events typically occur every 15 seconds. Such events are used for aggregation health check based on local files.	**Unit:** **Type:** Counter **Label:** **Sample value:** 100	Health check
gcxi_raa_heartbeat_count	**Unit:**	Health check

Metric and description	Metric details	Indicator of
The number of heartbeats since the previous scrape. Heartbeat is normally performed once every five minutes, and is used for health check based on local files. The label is the current RAA version.	**Type:** Counter **Label:** version **Sample value:** 10	
gcxi_raa_relaunched_count The number of times RAA was relaunched since the previous scrape. The aggregation process can exit when an error occurs. Genesys Info Mart sends a START command every 15 minutes during the aggregation period, which causes RAA to relaunch.	**Unit:** **Type:** Counter **Label:** **Sample value:** 1	Error
gcxi_raa_launched_count The number of times RAA launched since the previous scrape.	**Unit:** **Type:** Counter **Label:** version **Sample value:** 1	Error
gcxi_raa_error_count The number of errors registered since the previous scrape.	**Unit:** **Type:** Counter **Label:** **Sample value:** 1	Error
gcxi_raa_notification_count The number of fact change notifications received from Genesys Info Mart since the previous scrape.	**Unit:** **Type:** Counter **Label:** fact **Sample value:** 10	Latency
gcxi_raa_notification_period_ms The total amount of time attributed to changed fact periods in notifications received from Genesys Info Mart since the previous scrape.	**Unit:** milliseconds **Type:** Counter **Label:** fact **Sample value:**	Latency
gcxi_raa_notification_delay_ms The total amount of time attributed to fact notification delays in notifications received from Genesys Info Mart since the previous scrape. Notification delay is calculated as the difference between the moment of notification and the start of the changed period.	**Unit:** milliseconds **Type:** Counter **Label:** fact **Sample value:**	Latency
gcxi_raa_aggregated_count The number of aggregations completed by RAA since the previous scrape. RAA groups the data by aggregation hierarchy name, materialized level (usually SUBHOUR, HOUR, DAY, MONTH), and media type (Online, Offline).	**Unit:** **Type:** Counter **Label:** hierarchy, level, mediaType **Sample value:**	Traffic
gcxi_raa_aggregated_period_ms	**Unit:** milliseconds	Traffic

Metric and description	Metric details	Indicator of
The total number of periods aggregated by RAA since the previous scrape.	**Type:** Counter **Label:** hierarchy, level, mediaType **Sample value:** 10	
gcxi_raa_aggregated_duration_ms The total duration of time periods aggregations completed by RAA since the previous scrape.	**Unit:** milliseconds **Type:** Counter **Label:** hierarchy, level, mediaType **Sample value:**	Traffic
gcxi_raa_aggregated_delay_ms The total duration of delays for aggregations completed by RAA since the previous scrape. Aggregation delay is calculated as the difference between the moment aggregation competes, and the start of the aggregation range.	**Unit:** milliseconds **Type:** Counter **Label:** hierarchy, level, mediaType **Sample value:**	Latency
gcxi_raa_purged_count The number of records purged by RAA since the previous scrape. RAA groups the data by purged table name.	**Unit:** seconds **Type:** Counter **Label:** table **Sample value:**	Traffic
gcxi_raa_purged_duration_ms The total amount of time spent on purging since the previous scrape.	**Unit:** milliseconds **Type:** Counter **Label:** table **Sample value:**	Traffic

Alerts

Various *raa.prometheusRule.alerts.** parameters in the **values.yaml** file specify the severity of alerts and some thresholds.

The following alerts are defined for RAA.

Alert	Severity	Description	Based on	Threshold
raa-health	**Specified by**: raa.prometheusRule.alerts.health.labels.severity **Recommended value:** severe	A zero value for a recent period (see labels.severity intervals) indicates that RAA is not operating.	gcxi_raa_health_level	Specified by: raa.prometheusRule.alerts.health. **Recommended value**: 30m
raa-errors	**Specified by**: raa.prometheusRule.alerts.raa-errors.labels.severity in values.yaml. **Recommended value**: warning	A nonzero value indicates that errors have been logged during the scrape interval.	gcxi_raa_error_count	>0

Alert	Severity	Description	Based on	Threshold
raa-long-aggregation	**Specified by**: raa.prometheusRule.alerts.longAggregation.labels.severity in values.yaml. **Recommended value**: warning	Indicates that the average duration of aggregation queries specified by the hierarchy, level, and mediaType labels is greater than the deadlock-threshold.	gcxi_raa_aggregated_duration, gcxi_raa_aggregated_rows	Greater than the value (seconds) of raa.prometheusRule.alerts.longAggregation in values.yaml. **Recommended value**: 300