Genesys Info Mart Private Edition Guide

Observability in Genesys Info Mart

2/24/2026

Contents

Learn about the logs, metrics, and alerts you should monitor for Genesys Info Mart.

Related documentation:
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RSS:
- For private edition

Monitoring

Private edition services expose metrics that can be scraped by Prometheus, to support monitoring operations and alerting.

- As described on Monitoring overview and approach, you can use a tool like Grafana to create dashboards that query the Prometheus metrics to visualize operational status.
- As described on Customizing Alertmanager configuration, you can configure Alertmanager to send notifications to notification providers such as PagerDuty, to notify you when an alert is triggered because a metric has exceeded a defined threshold.

The services expose a number of Genesys-defined and third-party metrics. The metrics that are defined in third-party software used by private edition services are available for you to use as long as the third-party provider still supports them. For descriptions of available Genesys Info Mart metrics, see:

- GIM Config Adapter metrics
- GIM metrics
- GIM Stream Processor metrics

See also System metrics.

Enable monitoring

The Genesys Info Mart services use PodMonitor custom resource definitions (CRDs), which are defined in the Helm charts by default. No additional service-level configuration is required to enable monitoring. See Enabling monitoring for information about enabling monitoring for your private edition solution.

Service	CRD or annotations?	Port	Endpoint/ Selector	Metrics update interval
GIM Config Adapter	PodMonitor	9249	See selector details on the GIM Config Adapter metrics and alerts page	30 seconds
GIM	PodMonitor	8249	See selector details on the GIM metrics and alerts page	30 seconds
GIM Stream Processor	PodMonitor	9249	See selector details on the GIM Stream Processor metrics and alerts page	30 seconds

Configure metrics

The metrics that are exposed by the Genesys Info Mart services are available by default. No further configuration is required in order to define or expose these metrics. You cannot define your own custom metrics.

The Metrics pages linked to above show some of the metrics the Genesys Info Mart services expose. You can also query Prometheus directly or via a dashboard to see all the metrics available from the Genesys Info Mart services.

Alerting

Private edition services define a number of alerts based on Prometheus metrics thresholds.

> ### Important
> You can use general third-party functionality to create rules to trigger alerts based on metrics values you specify. Genesys does not provide support for custom alerts that you create in your environment.

For descriptions of available Genesys Info Mart alerts, see:

- GIM Config Adapter alerts
- GIM alerts
- GIM Stream Processor alerts

Configure alerts

Private edition services define a number of alerts by default (for Genesys Info Mart, see the pages linked to above). No further configuration is required.

The alerts are defined as **PrometheusRule** objects in a **prometheus-rule.yaml** file in the Helm charts. As described above, Genesys Info Mart does not support customizing the alerts or defining additional **PrometheusRule** objects to create alerts based on the service-provided metrics.

Logging

Genesys Info Mart uses a structured logging approach and outputs logs to standard output (stdout).

You can set the log levels for the Genesys Info Mart services in the respective values.yaml files. By default, the GSP and GIM logs are at the INFO level, while GCA logs are at DEBUG level.

See Logging overview and approaches and related links in the *Operations* guide for more information about logging in private edition, including deployment information and how you can use log collectors (such as Elasticsearch) to extract the logs and viewing tools (such as Kibana) to visualize the data.