Genesys Pulse Private Edition Guide

Observability in Genesys Pulse

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Contents

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

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 Pulse metrics, see:

- Tenant Data Collection Unit (DCU) metrics

- Tenant Load Distribution Server (LDS) metrics

- Pulse Web Service metrics

- Tenant Permissions Service metrics

See also System metrics.

You can find an example of Grafana dashboards and metrics inside the Monitor helm chart.

Enable monitoring

Monitoring settings can be found in the Override Helm chart values section:

- For more information about configuring monitoring for the Pulse web service, see **Monitoring settings** in **values-override-pulse.yaml** on the Shared Provisioning page.

- For more information about configuring monitoring for the Data Collection Units and Load Distribution Servers, see **Monitoring settings** in **values-override-dcu.yaml** and **values-override-lds.yaml** on the Tenant Provisioning page.

Service	CRD or annotations?	Port	Endpoint/ Selector	Metrics update interval
Tenant Data Collection Unit (DCU)	PodMonitor	9091	See selector details on the Tenant Data Collection Unit (DCU) metrics and alerts page	30 seconds
Tenant Load Distribution Server (LDS)	PodMonitor	9091	See selector details on the Tenant Load Distribution Server (LDS) metrics and alerts page	30 seconds
Pulse Web Service	ServiceMonitor	8090	See selector details on the Pulse Web Service metrics and alerts page	30 seconds
Tenant Permissions Service				

Configure metrics

The Pulse services use PodMonitor/ServiceMonitor custom resource definitions (CRDs), which are defined in the Helm charts by default. No further configuration is required to define or make available these metrics. You cannot define your own custom metrics.

This document describes critical metrics that Pulse services make available. You can also query Prometheus directly or using a dashboard to see all the metrics available from the Pulse 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 Pulse alerts, see:

- Tenant Data Collection Unit (DCU) alerts
- Tenant Load Distribution Server (LDS) alerts
- Pulse Web Service alerts
- Tenant Permissions Service alerts

Pulse alerts are defined as **PrometheusRule** objects in **/*.yaml** files in the **monitor** Helm chart. Pulse does not support customizing the alerts or defining additional PrometheusRule objects to create alerts based on the service-provided metrics.

Configure alerts

Private edition services define a number of alerts by default (for Genesys Pulse, 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 Pulse does not support customizing the alerts or defining additional **PrometheusRule** objects to create alerts based on the service-provided metrics.

No further configuration is required for Pulse alerts.

Logging

Logging