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# Genesys Pulse Private Edition Guide

Pulse metrics and alerts

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## Contents

- [1 Metrics](#)
- [2 Alerts](#)

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

**Related documentation:**

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Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Pulse	ServiceMonitor	8090	<pre>selector:   matchLabels:     app.kubernetes.io/ name: {{ include "common.util.chart.name" . }}   app.kubernetes.io/ instance: {{ include "common.util.chart.fullname" . }}   service: {{ .Release.Namespace }}   servicename: {{ include "common.util.chart.name" . }}   tenant: "shared"</pre> <p>Endpoints to query:</p> <ul style="list-style-type: none"><li>• For a list of metrics: <b>/actuator/metrics/</b></li><li>• For metric output: <b>/actuator/metrics/</b> <b>pulse.health.all /</b> <b>actuator/metrics/</b> <b>pulse.health.connections</b></li></ul>	30 seconds

See details about:

- Pulse metrics
- Pulse alerts

Metrics

The **pulse\_\*\_Boolean** metrics are readable only from Prometheus directly. You cannot read them using the cURL command-line tool.

Metric and description	Metric details	Indicator of
<b>pulse_health_all_Boolean</b> Overall Pulse application status.	<b>Unit:</b> <b>Type:</b> Gauge <b>Label:</b> <b>Sample value:</b> 0.5	Error
<b>pulse_health_connections_Boolean</b> Status of the connections to the external services (Auth, GWS, Redis, and DB).	<b>Unit:</b> <b>Type:</b> Gauge <b>Label:</b> connection <b>Sample value:</b> 0	Error

## Alerts

Alerts are based on Pulse, Java, and Kubernetes cluster metrics.

The following alerts are defined for Pulse.

Alert	Severity	Description	Based on	Threshold
pulse_service_down	Critical	All Pulse instances are down.	up	for 15 minutes
pulse_critical_pulse_health	Critical	Detected critical number of healthy Pulse containers.	pulse_health_all_Boolean	50%
pulse_critical_running_instances	Critical	Triggered when Pulse instances are down.	kube_deployment_status_replicas_available, kube_deployment_status_replicas	75%
pulse_too_frequent_restarts	Critical	Detected too frequent restarts of Pulse Pod container.	kube_pod_container_status_restarts_total	2 for 1 hour
pulse_critical_cpu	Critical	Detected critical CPU usage by Pulse Pod.	container_cpu_usage_seconds_total, kube_pod_container_resource_limits	90%
pulse_critical_memory	Critical	Detected critical memory usage by Pulse Pod.	container_memory_working_set_bytes, kube_pod_container_resource_limits	90%
pulse_critical_hikari_cp	Critical	Detected critical Hikari connections pool usage by Pulse container.	hikaricp_connections_active, hikaricp_connections	90%
pulse_critical_5xx	Critical	Detected critical 5xx errors per second for Pulse container.	http_server_requests_5xx_count	15%