



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Pulse Private Edition Guide

Pulse metrics and alerts

9/8/2025

Contents

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

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

Related documentation:

-

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">• For a list of metrics: /actuator/metrics/• For metric output: /actuator/metrics/ pulse.health.all / actuator/metrics/ pulse.health.connections	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
pulse_health_all_Boolean Overall Pulse application status.	Unit: Type: Gauge Label: Sample value: 0.5	Error
pulse_health_connections_Boolean Status of the connections to the external services (Auth, GWS, Redis, and DB).	Unit: Type: Gauge Label: connection Sample value: 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%