Genesys Pulse Private Edition Guide

Tenant Permissions Service metrics and alerts

12/13/2025

Contents

Find the metrics Tenant Permissions Service exposes and the alerts defined for Tenant Permissions Service.

Related documentation:

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RSS:

- For private edition

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Tenant Permissions Service				
The Pulse Permissions service does not make any metrics available.				

See details about:

- Tenant Permissions Service metrics
- Tenant Permissions Service alerts

Metrics

The Pulse Permissions service does not expose metrics.

Metric and description	Metric details	Indicator of

Alerts

Alerts are based on Kubernetes cluster metrics.

The following alerts are defined for Tenant Permissions Service.

Alert	Severity	Description	Based on	Threshold
pulse_permissions_critical_running_instances	Critical	Triggered when Pulse Permissions	kube_deployment_status_replicas_available, kube_deployment_status_replicas	75%

Alert	Severity	Description	Based on	Threshold
		instances are down.		
pulse_permissions_too_frequent_restarts	Critical	Detected too frequent restarts of Permissions Pod container.	kube_pod_container_status_restarts_total	2 for 1 hour
pulse_permissions_critical_cpu	Critical	Detected critical CPU usage by Pulse Permissions Pod.	container_cpu_usage_seconds_total, kube_pod_container_resource_limits	90%
pulse_permissions_critical_memory	Critical	Detected critical memory usage by Pulse Permissions Pod.	container_memory_working_set_bytes, kube_pod_container_resource_limits	90%