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Operations

Monitoring overview and approach

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Learn about the types of metrics, and the monitoring approach for your Genesys Multicloud CX services that are used in private edition.

Related documentation:

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RSS:

- [For private edition](#)

Metrics, alerts, and monitoring approach for services

Services provide the necessary interface to use your own monitoring and logging tools, Prometheus-based metrics, and the endpoint that the Prometheus platform can scrape for alerting and monitoring. The default operators do not scrape user workload or user-defined applications like Genesys services. You must enable Prometheus to scrape user workload. Once enabled, Prometheus scrapes all metrics from endpoints exposed by services.

Some services optionally use Pushgateway to push metrics from jobs that cannot be scraped.

Approach

In general, the monitoring approach in a private edition deployment is Prometheus-based. Through Prometheus support, the metrics that are generated by Genesys services are made available for visualization (using tools like Grafana). For more details, see the respective sections based on your cloud platform.

Important

If you are not using Prometheus or an APM tool that supports Prometheus CRDs and PodMonitor or ServiceMonitor objects, then you must build your own solution until Genesys includes the Prometheus annotation support.

There are two types of metrics: system and service.

- System metrics contain data pertaining to cluster performance and status such as CPU usage, memory usage, network I/O pressure, disk usage, and so on. When Prometheus is deployed, by default the system metrics are automatically collected. They provide monitoring of cluster components and ship

with a set of alerts to immediately notify the cluster administrator about any occurring problems

- Service metrics contain data pertaining to Genesys services. For most services, you must enable 'user workload monitoring', and then create ServiceMonitor or PodMonitor per your requirement. However, services that do not use CRD or annotation, run the Pushgateway (Cron job) to collect metrics and push them into the Prometheus gateway.

GKE monitoring

GKE monitoring enables you to identify issues related to the performance of your services, and acquire visibility into containers, nodes, and pods within your GKE environment. There are two approaches in GKE for monitoring: Google Cloud operations suite and Prometheus-based approach. For more details, refer to the following sections:

Google Cloud operations suite

By default, GKE clusters are natively integrated with monitoring. When you create a GKE cluster, monitoring is enabled by default. Cloud Monitoring collects metrics, events, and metadata from Google Cloud. Refer to the following for more details:

- <https://cloud.google.com/stackdriver/docs>
- <https://cloud.google.com/monitoring/docs>

Prometheus-based approach

Prometheus is the monitoring tool that is often used with Kubernetes. Prometheus covers a full stack of Kubernetes cluster components, deployed microservices, alerts, and dashboards. If you configure Cloud Operations for GKE and include Prometheus support, then the metrics that are generated by services using the Prometheus exposition format can be exported from the cluster and made visible as external metrics in Cloud Monitoring. To know more about Prometheus toolkit, refer to the following:

- <https://prometheus.io/docs/introduction/overview>

[Click here to learn about deploying Prometheus.](#)

AKS Monitoring

Azure Monitor is the native monitoring service for AKS. You can setup and use Container insights feature in Azure Monitor to monitor the system and workloads.

Refer Genesys monitoring github for more detailed instructions.

Enabling monitoring for your services

To set up monitoring for the cluster and your private edition services in cloud platforms, find instructions here:

- [Enabling monitoring in GKE Platform](#)