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Operations

Summary of monitoring support

Find information about enabling monitoring for your respective services.

Related documentation:

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RSS:

- [For private edition](#)

The service-level guides provide information about enabling monitoring for the respective services. Click the link in the “Included service” column in the summary below to go to the applicable page for service-specific information.

Service	Included service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
		Both — ServiceMonitor and annotations	4004	nexus.nexus.svc.cluster.local/metrics	15 seconds
CX Contact	CX Contact API Aggregator	ServiceMonitor	9102	/metrics	15 seconds
CX Contact	CX Contact Campaign Manager	ServiceMonitor	3106	/metrics	15 seconds
CX Contact	CX Contact Compliance Manager	ServiceMonitor	3107	/metrics	15 seconds
CX Contact	CX Contact Dial Manager	ServiceMonitor	3109	/metrics	15 seconds
CX Contact	CX Contact Job Scheduler	ServiceMonitor	3108	/metrics	15 seconds
CX Contact	CX Contact List Builder	ServiceMonitor	3104	/metrics	15 seconds
CX Contact	CX Contact List Manager	ServiceMonitor	3105	/metrics	15 seconds
Designer	Designer Application Server	ServiceMonitor	8081	See selector details on the DAS metrics and alerts page	10 seconds
Designer	Designer	ServiceMonitor	8888	See selector	10 seconds

Service	Included service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
				details on the DES metrics and alerts page	
Email Service	Email Service	Both or either, depends on harvester	Default is 4024 (overridden by values)	/iwd-email/v3/metrics	15 sec recommended, depends on harvester
Genesys Authentication	Authentication Service	Annotations	8081	/prometheus	Real-time
Genesys Authentication	Environment Service	Annotations	8081	/prometheus	Real-time
Genesys Customer Experience Insights	Genesys CX Insights	ServiceMonitor	8180	See selector details on the GCXI metrics and alerts page	15 minutes
Genesys Customer Experience Insights	Reporting and Analytics Aggregates	PodMonitor and PrometheusRule	metrics: 9100, health: 9101	See selector details on the RAA metrics and alerts page	metrics: several seconds, health: up to 3 minutes
Genesys Info Mart	GIM Config Adapter	PodMonitor	9249	See selector details on the GCA metrics and alerts page	30 seconds
Genesys Info Mart	GIM	PodMonitor	8249	See selector details on the GIM metrics and alerts page	30 seconds
Genesys Info Mart	GIM Stream Processor	PodMonitor	9249	See selector details on the GSP metrics and alerts page	30 seconds
Genesys Pulse	Tenant Data Collection Unit (DCU)	PodMonitor	9091	See selector details on the Tenant Data Collection Unit (DCU) metrics and alerts page	30 seconds
Genesys Pulse	Tenant Load Distribution Server (LDS)	PodMonitor	9091	See selector details on the Tenant Load Distribution Server (LDS) metrics and alerts page	30 seconds
Genesys Pulse	Pulse Web Service	ServiceMonitor	8090	See selector details on the Pulse metrics	30 seconds

Service	Included service	CRD or annotations?	Port	Endpoint/ Selector	Metrics update interval
				and alerts page	
Genesys Pulse	Tenant Permissions Service				
Genesys Voice Platform	Voice Platform Configuration Server	Service/Pod Monitoring Settings	Not applicable	See selector details on the Voice Platform Configuration Server metrics and alerts page	
Genesys Voice Platform	Voice Platform Media Control Platform	Service/Pod Monitoring Settings	9116, 8080, 8200	See selector details on the Voice Platform Media Control Platform metrics and alerts page	
Genesys Voice Platform	Voice Platform Service Discovery	Automatic	9090	See selector details on the Voice Platform Service Discovery metrics and alerts page	
Genesys Voice Platform	Voice Platform Reporting Server	ServiceMonitor / PodMonitor	9116	See selector details on the Voice Platform Reporting Server metrics and alerts page	
Genesys Voice Platform	Voice Platform Resource Manager	ServiceMonitor / PodMonitor	9116, 8200	See selector details on the Voice Platform Resource Manager metrics and alerts page	
Interaction Server (IXN)	Interaction Server (IXN)	PodMonitor	13131, 13133, 13139	option ixnServer.ports.health - default port 13131 - Endpoint: "/health/prometheus/all" option ixnNode.ports.default - default port 13133 - Endpoint: "/metrics"	Default

Service	Included service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
				option ixnVQNode.ports.health - default port 13139 - Endpoint: <code>"/metrics"</code> Note: The above options are references to ports that match endpoints. Use these options to perform the associated query.	
Tenant Service	Tenant Service	PodMonitor	15000	/metrics (http://:15000/metrics)	30 seconds (Applicable for any metric(s) that Tenant Service exposes. The update interval is not a property of the metric; it is a property of the optional PodMonitor that you can create.)
Voice Microservices	Agent State Service	PodMonitor	11000	http://:11000/metrics	30 seconds
Voice Microservices	Call State Service	Supports both CRD and annotations	11900	http://:11900/metrics	30 seconds
Voice Microservices	Config Service	Supports both CRD and annotations	9100	http://:9100/metrics	30 seconds
Voice Microservices	Dial Plan Service	Supports both CRD and annotations	8800	http://:8800/metrics	30 seconds
Voice Microservices	FrontEnd Service	Supports both CRD and annotations	9101	http://:9101/metrics	30 seconds
Voice Microservices	ORS	Supports both CRD and annotations	11200	http://:11200/metrics	30 seconds
Voice Microservices	Voice Registrar Service	Supports both CRD and	11500	http://:11500/metrics	30 seconds

Service	Included service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
		annotations			
Voice Microservices	Voice RQ Service	Supports both CRD and annotations	12000	http://:12000/metrics	30 seconds
Voice Microservices	Voice SIP Cluster Service	Supports both CRD and annotations	11300	http://:11300/metrics	30 seconds
Voice Microservices	Voice SIP Proxy Service	Supports both CRD and annotations	11400	http://:11400/metrics	30 seconds
Voice Microservices	Voicemail	Supports both CRD and annotations	8081	http://:8081/metrics	30 seconds
WebRTC Media Service	WebRTC Gateway Service	PodMonitor	10052	/metrics	30s