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Operations

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Learn how to use your own logging and monitoring tools to maintain optimal performance of Genesys Multicloud CX private edition services.

Early Adopter Program

Genesys Multicloud CX private edition is being released to pre-approved customers as part of the Early Adopter Program. Please note that the documentation and the product are subject to change. For more details about the program, please contact your Genesys representative.

This guide provides the instructions and details for you to use your own logging and monitoring tools for Genesys Multicloud CX private edition services. It provides information on how the cluster administrators, developers, and other users specify how services and pods are monitored in projects. It covers details on how to deploy application alerts and customize them, as required. The guide also explains the logging approaches that the Genesys Multicloud CX private edition services use.

Observability

Learn about your monitoring tools, metrics, and handling alerts.

- Monitoring overview and approach
- System metrics
- Monitoring your services
- Handling alerts
- Grafana configuration
- Monitoring Dashboards API

Logging

Find out the approaches of logging used by Genesys Multicloud CX services to write log files that contain the important diagnostic information for various issues that may arise.

- Logging overview and approaches
 - Kubernetes-supported structured logging
 - Sidecar processed logging
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- RWX (unstructured) logging
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