Setting up Genesys Multicloud CX Private Edition

Configuring monitoring

6/4/2026

Contents

Provides an overview of monitoring architecture in Genesys Multicloud CX private edition, different metrics collected, and related configurations.

Related documentation:
-
-

RSS:

- For private edition

Monitoring approach and configuration

This section provides information regarding metrics, alerts, and the 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. 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.

Refer to the following sections for more details about monitoring tools, metrics, handling alerts and Grafana configuration:

- Monitoring overview and approach
- Understanding GKE monitoring
- Enabling monitoring in GKE Platform
- System metrics
- Handling alerts
- Grafana configuration
- Monitoring Dashboards API