Telemetry Service Private Edition Guide

About Telemetry Service

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Learn about Telemetry Service and how it works in Genesys Multicloud CX private edition.

Related documentation:

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RSS:

- For private edition

The Telemetry Service is designed to act as an observability gateway to gather telemetry data, metrics, and logs for Genesys Multicloud software that has services running outside the data center and out of range of the Cloud Observability framework like Agent Workspace, Genesys Softphone, etc.

Once gathered by the Telemetry Service, those metrics and logs are stored in the same data sources as the standard services running inside the data center.

The microservice supports the following API:

- An endpoint to allow remote apps (e.g., applications running in customer environment) to push their **traces** for a centralized treatment.

- An endpoint to allow remote apps to push **metrics** for centralized treatment. Metrics are aggregated by Telemetry service, and available as a Prometheus-compliant data format for building dashboards and alerts.

- An endpoint allowing remote apps to push **events** for centralized treatment. Events are aggregated by Telemetry service, and available as a Prometheus-compliant data format for building dashboards and alerts.

Remote client-side applications can be browser-based interfaces like WWE, as well as executables running on customer premises like Genesys Softphone.

This Telemetry service serves two main goals:

- Proactive detection of issues:
  - Telemetry Service can aggregate information coming from client-side in forms of Metric and Events data.
  - It allows monitoring the client-side activity in any monitoring platforms for performance, active functionalities, incidents.
  - Trigger incidents in an Incident Response Platform when values are hitting some thresholds.
- Accelerate troubleshooting during incidents.

Supported Kubernetes platforms

Telemetry Service is supported on the following cloud platforms:

- Azure Kubernetes Service (AKS)
- Google Kubernetes Engine (GKE)

See the Telemetry Service Release Notes for information about when support was introduced.