GENESYS™

Telemetry Service Private Edition Guide

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- For private edition

Telemetry Service is a service available with the Genesys Multicloud CX private edition offering.

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.

Overview

Learn more about Telemetry Service, its architecture, and how to support high availability and disaster recovery.

- About Telemetry Service
- Architecture
- High availability and disaster recovery

Configure and deploy

Find out how to configure and deploy Telemetry Service.

- Before you begin
- Configure Telemetry Service
- Provision Telemetry Service
- Deploy Telemetry Service

Upgrade, roll back, or uninstall

Find out how to upgrade, roll back, or uninstall the Telemetry service.

- Upgrade, roll back, or uninstall

Operations

Learn how to monitor Telemetry Service with metrics and logging.

- Observability in Telemetry Service
- *No results* metrics and alerts