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Universal Contact Service Private Edition Guide

Metrics

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Learn which metrics you should monitor for Universal Contact Service (UCS) and when to sound the alarm.

Related documentation:

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UCS provides internal monitoring metrics through a Prometheus endpoint on port 10052.

Common Performance Metrics

Name (type)	Key	Units	Additional keys	Alarm condition	Description	Common description
ucsx_performance (Gauge)	metric="cpuUsage"	%	'nodeId', 'pid'	> 95	CPU usage	basic metric, created with starting metrics service, cannot be disabled
	metric="loopDelay"	ms			event loop lag	
ucsx_internal_queue (Gauge)	metric="queueSize"		'nodeId', 'pid', 'endpoint'		number requests waiting for processing	
	metric="queueDelay"	ms		> 10000	request's waiting for processing time	
ucsx_timings (Gauge)	metric="cpuTime"		'nodeId', 'pid'		CPU time used by process	basic metric, created with starting metrics service, cannot be disabled
	metric="sysTime"	s			System mode time	
	metric="userTime"	s			User mode time	
	metric="upTime"	s			Process running time	
ucsx_memory	metric="rss"	Mb	'nodeId', 'pid',	> 1024	Resident Set Size	basic metric, created with

Name (type)	Key	Units	Additional keys	Alarm condition	Description	Common description
(Gauge)	metric="heapTotal"					starting metrics service, cannot be disabled
	metric="heapUsed"					

Database Connection Metrics

Name (type)	Key	Units	Additional keys	Alarm condition	Description	Common description
ucsx_dbPool (Gauge)	metric="total"		'nodeId', 'pid', 'cclId', 'address'		Total count of connection to particular database (defined by key 'cclId')	basic metric, created with starting call-center-storage service, cannot be disabled, shows usage of connection pool
	metric="idle"				Total count of idle connection to particular database (defined by key 'cclId')	
	metric="wait"				Total count of connection in 'waiting' state to particular database (defined by key 'cclId')	
	metric="max"				Max available connection for this instance of database	

HTTP Request Metrics

Name (type)	Key	Units	Additional keys	Additional configuration key	Alarm condition	Description	Common description
ucsx_http_request_duration_bucket (Histogram)	le="10"	ms	'nodeId', 'pid', 'endpoint', 'url', 'code', 'method', 'ccId', 'ccName'	/rest-gws/ metrics/ enabled = false - to disable	> 10000	Count HTTP request's of duration less 10ms	Metrics of HTTP requests duration
	le="50"					Count HTTP request's of duration less 50ms	
	le="200"					Count HTTP request's of duration less 200ms	
	le="1000"					Count HTTP request's of duration less 1000ms	
	le="+Inf"					Count all HTTP request's	
ucsx_http_request_duration_sum (Histogram)		ms				Total duration of all HTTP requests	
ucsx_http_request_duration_count (Histogram)						Total number of all HTTP requests	
ucsx_http_total_requests_count (Counter)			'nodeId', 'pid', 'endpoint'				Accumulative counter of all HTTP requests
ucsx_http_active_requests_count (Gauge)			'nodeId', 'pid', 'endpoint'				Counter of all incomplete requests
ucsx_http_requests_per_second (Gauge)		requests/s	'nodeId', 'pid', 'endpoint'				Performance of processing HTTP requests

CometD Metrics

Name (type)	Key	Units	Additional keys	Additional configuration key	Alarm condition	Description	Common description
ucsx_cometd_request_duration_bucket (Histogram)	le="10"	ms	'nodeld', 'pid', 'endpoint', 'url', 'code', 'method', 'cclid', 'ccName'	/rest-gws-cometd/metrics/ enabled = false - to disable	> 10000	Count CometD request's of duration less 10ms	Metrics of CometD requests duration
	le="50"					Count CometD request's of duration less 50ms	
	le="200"					Count CometD request's of duration less 200ms	
	le="1000"					Count CometD request's of duration less 1000ms	
	le="+Inf"					Count all CometD request's	
ucsx_cometd_request_duration_sum (Histogram)		ms				Total duration of all HTTP requests	
ucsx_cometd_request_duration_count (Histogram)						Total number of all HTTP requests	
ucsx_cometd_requests_total (Counter)			'nodeld', 'pid', 'endpoint'				Accumulative counter of all CometD requests
ucsx_cometd_active_requests_count (Gauge)			'nodeld', 'pid', 'endpoint'				Counter of all incomplete requests

Internal Functions Calls Monitoring

Name (type)	Key	Units	Additional keys	Additional configuration key	Description	Common description
ucsx_internal_calls_bucket (Histogram)	le="10"	ms	'nodeId', 'pid', 'function'	/\${serviceName}/callMetrics = false - to disable	Count internal calls request's of duration less 10ms	Metrics of services's methods calls duration
	le="50"				Count internal calls of duration less 50ms	
	le="200"				Count internal calls of duration less 200ms	
	le="1000"				Count internal calls of duration less 1000ms	
	le="+Inf"				Count all internal calls	
ucsx_internal_calls_sum (Histogram)					Total duration of all calls of function	
ucsx_internal_calls_count (Histogram)					Total number of all calls of function	

SQL Monitoring

Name (type)	Key	Units	Additional keys	Description	Common description
ucsx_sql_bucket (Histogram)	le="10"	ms	'nodeId', 'pid', 'operation', 'cclid', 'ccName'	Count SQL request's of duration less 10ms	Metrics of raw SQL request duration. Key 'operation' might have values: 'update','insert','delete','query'
	le="50"			Count SQL request's of duration less 50ms	

Name (type)	Key	Units	Additional keys	Description	Common description
	le="200"			Count SQL request's of duration less 200ms	
	le="1000"			Count SQL request's of duration less 1000ms	
	le="+Inf"			Count all SQL request's	
ucsx_sql_sum (Histogram)				Total duration of all raw SQL requests	
ucsx_sql_count (Histogram)				Total number of all raw SQL requests	

Internal Cache Monitoring

Name (type)	Key	Units	Additional keys	Description	Common description
ucsx_cache (Counter)	method="set"		'nodeId', 'pid', 'key'	Count writes to cache	Metrics of internal application cache
	method="get"			Count successful reads from cache	
	method="delete"			Count delete operations from cache	
	method="expired"			Count unsuccessful reads from cache due to data expiration	
	method="remove"			Count remove operation by timer	
	method="miss"			Count unsuccessful reads from cache due to data absence	

Elasticsearch Monitoring

Name (type)	Key	Units	Additional keys	Alarm condition	Description	Common description
ucsx_elastic_search_bucket (Histogram)	le="10"	ms	'nodeId', 'pid', 'operation', 'cld', 'ccName'		Count ES request's of duration less 10ms	Metrics of ElasticSearch request duration. Key 'operation' can have values: 'read','write'.
	le="50"				Count ES request's of duration less 50ms	
	le="200"				Count ES request's of duration less 200ms	
	le="1000"				Count ES request's of duration less 1000ms	
	le="+Inf"				Count all ES request's	
ucsx_elastic_search_sum (Histogram)					Total duration of all ElasticSearch requests	
ucsx_elastic_search_count (Histogram)					Total number of all ElasticSearch requests	

Session Metrics

Name (type)	Key	Units	Additional keys	Description	Common description
ucsx_sessions (Gauge)	state="active"	counter	'nodeId', 'pid', 'state', 'session'	Count of sessions that have had some activity within configured interval of time.	Available session types are 'HTTP' and 'cometD'
	state="idle"			Count of sessions that have not had some activity	

Name (type)	Key	Units	Additional keys	Description	Common description
	state="newPerMinute"			within configured interval of time but still alive. Count of new opened sessions per last minute	