



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Universal Contact Service Private Edition Guide

Metrics

---

## Contents

- [1 Common Performance Metrics](#)
- [2 Database Connection Metrics](#)
- [3 HTTP Request Metrics](#)
- [4 CometD Metrics](#)
- [5 Internal Functions Calls Monitoring](#)
- [6 SQL Monitoring](#)
- [7 Internal Cache Monitoring](#)
- [8 Elasticsearch Monitoring](#)
- [9 Session Metrics](#)

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

**Related documentation:**

- 
- 
- 

**RSS:**

- [For private edition](#)

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	