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Universal Contact Service Private Edition Guide

Observability in Universal Contact Service

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Learn about the logs, metrics, and alerts you should monitor for Universal Contact Service.

Related documentation:

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RSS:

- [For private edition](#)

Monitoring

Private edition services expose metrics that can be scraped by Prometheus, to support monitoring operations and alerting.

- As described on [Monitoring overview and approach](#), you can use a tool like Grafana to create dashboards that query the Prometheus metrics to visualize operational status.
- As described on [Customizing Alertmanager configuration](#), you can configure Alertmanager to send notifications to notification providers such as PagerDuty, to notify you when an alert is triggered because a metric has exceeded a defined threshold.

The services expose a number of Genesys-defined and third-party metrics. The metrics that are defined in third-party software used by private edition services are available for you to use as long as the third-party provider still supports them. For descriptions of available Universal Contact Service metrics, see:

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See also [System metrics](#).

- [No results metrics and alerts](#)

Enable monitoring

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
	ServiceMonitor	10052	ucsx.ucsx.svc.cluster.local:10052/metrics	30 seconds

Configure metrics

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

Alerting

Private edition services define a number of alerts based on Prometheus metrics thresholds.

Important

You can use general third-party functionality to create rules to trigger alerts based on metrics values you specify. Genesys does not provide support for custom alerts that you create in your environment.

For descriptions of available Universal Contact Service alerts, see:

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- [No results metrics and alerts](#)

Configure alerts

Private edition services define a number of alerts by default (for Universal Contact Service, see the pages linked to above). No further configuration is required.

The alerts are defined as **PrometheusRule** objects in a **prometheus-rule.yaml** file in the Helm charts. As described above, Universal Contact Service does not support customizing the alerts or defining additional **PrometheusRule** objects to create alerts based on the service-provided metrics.

Logging

UCS writes logs to **stdout**.