Voice Microservices Private Edition Guide

Voicemail metrics and alerts

8/8/2025

Contents

Find the metrics Voicemail exposes and the alerts defined for Voicemail.

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Voicemail	Supports both CRD and annotations	8081	http://:8081/metrics	30 seconds

See details about:

- Voicemail metrics
- Voicemail alerts

Metrics

You can query Prometheus directly to see all the metrics that the Voice Voicemail Service exposes. The following metrics are likely to be particularly useful. Genesys does not commit to maintain other currently available Voicemail Service metrics not documented on this page.

Metric and description	Metric details	Indicator of
voicemail_access_call_rate The voicemail access call rate.	**Unit:** **Type:** gauge **Label:** **Sample value:**	Traffic
voicemail_deposit_call_rate The voicemail deposit call rate.	**Unit:** **Type:** gauge **Label:** **Sample value:**	Traffic
voicemail_gws_request_total The total number of requests sent to GWS.	**Unit:** N/A **Type:** counter **Label:** **Sample value:**	Traffic
voicemail_redis_request_total The total number of requests sent to Redis.	**Unit:** N/A **Type:** counter **Label:** **Sample value:**	Traffic
voicemail_config_request_total The total number of requests sent to the	**Unit:** N/A **Type:** counter	Traffic

Metric and description	Metric details	Indicator of
Config node.	**Label:** **Sample value:**	
voicemail_config_request_failed_total The total number of requests sent to the config node that failed.	**Unit:** N/A **Type:** counter **Label:** response code; for example, `Internal Server Error` or `Service Unavailable` **Sample value:**	Errors
voicemail_redis_request_failed_total The total number of Message Waiting Indicator (MWI) notification requests sent to the Redis stream that failed.	**Unit:** N/A **Type:** counter **Label:** **Sample value:**	Errors
voicemail_gws_request_failed_total The total number of authentication errors when the Voicemail API is accessing via GWS SSO.	**Unit:** N/A **Type:** counter **Label:** response code; for example, `Internal Server Error` or `Service Unavailable` **Sample value:**	Errors
voicemail_service_health_check Status of the service health check: 2 – The service health check is alive 1 – The service health check is degraded 0 – Initializing -1 – The service health check has failed The service health check takes the status of all the dependencies into consideration. The overall Voicemail Service health is updated every two minutes.	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Aggregated health check
voicemail_envoy_proxy_status The status of the Envoy proxy: 1 – The Envoy proxy is alive 0 – The Envoy proxy is down	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Aggregated health check
voicemail_gws_status The status of GWS: 1 – GWS is alive 0 – GWS is down	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Aggregated health check
voicemail_config_node_status Config node status: 1 – the Config node is alive 0 – The Config node is down	**Unit:** N/A **Type:** gauge **Label:** **Sample value:**	Aggregated health check
voicemail_redis_state	**Unit:**	Aggregated health check

Metric and description	Metric details	Indicator of
Indicator of redis_state: 2 – redis_state is ready 1 – redis_state is degraded 0 – redis_state is failed	**Type:** gauge **Label:** **Sample value:**	

Alerts

The following alerts are defined for Voicemail.

Alert	Severity	Description	Based on	Threshold
voicemail_storage_failed_account	Outage	The Storage account is down and, as a result, the service will not be able to fetch the data.	voicemail_storage_failed_account	The Storage account is down.
VoicemailConfigRequestFailureCritical	Critical	Voicemail Service {{$labels.pod}} unable to connect to Config Node.	voicemail_config_request_failed_total	At least 6 requests failed per minute for the past 10 minutes.
VoicemailRedisConnectionDown	Critical	Voicemail Service {{$labels.pod}} unable to connect to the Redis cluster.	voicemail_redis_connection_failure	At least 6 requests failed per minute for the past 10 minutes.
voicemail_node_memory_usage_80	Critical	Critical memory usage for pod {{ $labels.pod }}.	container_memory_working_set_bytes, kube_pod_container_resource_requests_memory_bytes	The Voicemail pod exceeded 80% memory usage for 5 minutes.
voicemail_node_cpu_usage_80	Critical	Critical CPU load for pod {{ $labels.pod }}.	container_cpu_usage_seconds_total, kube_pod_container_resource_requests_cpu_cores	The Voicemail pod exceeded 80% CPU usage for 5 minutes.
PodStatusNotReadyfor10mins	Critical	The Voicemail pod is down.	kube_pod_status_ready	The Voicemail pod is down for more than 10 minutes.

Alert	Severity	Description	Based on	Threshold
ContainerRestartedRepeatedly	Critical	The Voicemail pod restarts repeatedly.	kube_pod_container_status_restarts_total	Container {{ $labels.container }} was restarted 5 or more times within 15 minutes.
VoicemailEnvoyHealthFailedCritical	Critical	Voicemail Service {{$labels.pod}} Envoy service is not available.	voicemail_envoy_proxy_status	Voicemail Service {{$labels.pod}} Envoy service is not available for 10 minutes.
VoicemailConfigHealthFailedCritical	Critical	Voicemail Service {{$labels.pod}} GWS service is not available.	voicemail_config_node_status	Voicemail Service {{$labels.pod}} GWS service is not available for 10 minutes.
VoicemailGWSHealthFailedCritical	Critical	Voicemail Service {{$labels.pod}} GWS service is not available.	voicemail_gws_status	Voicemail Service {{$labels.pod}} GWS service is not available for 15 minutes.