



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.

# WebRTC Private Edition Guide

WebRTC Gateway Service metrics and alerts

12/8/2025

---

## Contents

- [1 Metrics](#)
- [2 Alerts](#)

---

Find the metrics WebRTC Gateway Service exposes and the alerts defined for WebRTC Gateway Service.

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
WebRTC Gateway Service	PodMonitor	10052	/metrics	30s

See details about:

- WebRTC Gateway Service metrics
- WebRTC Gateway Service alerts

## Metrics

WebRTC exposes many Genesys-defined as well as system metrics. You can query Prometheus directly to see all the available metrics. The metrics documented on this page are likely to be particularly useful. Genesys does not commit to maintain other currently available WebRTC metrics not documented on this page.

Metric and description	Metric details	Indicator of
<b>wrtc_current_signins</b> Specifies the number of current registered DNS	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> <b>Sample value:</b> 2	Monitoring
<b>wrtc_current_in_calls</b> Specifies the number of current incoming calls	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> <b>Sample value:</b> 2	Monitoring
<b>wrtc_current_out_calls</b> Specifies the number of current outgoing calls	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> <b>Sample value:</b> 5	Monitoring
<b>wrtc_current_audio_calls</b> Specifies the number of current audio calls	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> <b>Sample value:</b> 5	Monitoring
<b>wrtc_current_video_calls</b>	<b>Unit:</b>	Monitoring

Metric and description	Metric details	Indicator of
Specifies the number of current video calls	<b>Type:</b> Integer <b>Label:</b> <b>Sample value:</b> 2	
<b>wrtc_current_xcoding_calls</b> Specifies the number of current xcoding calls	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> <b>Sample value:</b> 2	Monitoring
<b>wrtc_peak_in_calls</b> Specifies the maximum number of incoming calls	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> <b>Sample value:</b> 50	Monitoring
<b>wrtc_peak_out_calls</b> Specifies the maximum number of outgoing calls	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> <b>Sample value:</b> 50	Monitoring
<b>wrtc_peak_audio_calls</b> Specifies the maximum number of audio calls	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> <b>Sample value:</b> 50	Monitoring
<b>wrtc_peak_video_calls</b> Specifies the maximum number of video calls	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> <b>Sample value:</b> 50	Monitoring
<b>wrtc_peak_xcoding_calls</b> Specifies the maximum number of xcoding calls	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> <b>Sample value:</b> 50	Monitoring
<b>wrtc_total_in_calls</b> Specifies the total number of incoming calls	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 100	Monitoring
<b>wrtc_total_out_calls</b> Specifies the total number of outgoing calls	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 100	Monitoring
<b>wrtc_total_audio_calls</b> Specifies the total number of audio calls	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 100	Monitoring
<b>wrtc_total_video_calls</b>	<b>Unit:</b>	Monitoring

Metric and description	Metric details	Indicator of
Specifies the total number of video calls	<b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 100	
<b>wrtc_total_xcoding_calls</b> Specifies the total number of xcoding calls	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 100	Monitoring
<b>wrtc_unauthorized_access</b> Specifies number of unauthorized access attempts	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 20	Monitoring
<b>wrtc_unknown_request</b> Specifies the number of unknown requests received	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 20	Monitoring
<b>wrtc_double_signin</b> Specifies the number of registration requests that was received for registered DN	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 20	Monitoring
<b>wrtc_rtp_losts</b> Specifies the number of lost RTP packets	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 20	Monitoring
<b>wrtc_rtp_errors</b> Specifies the number of RTP receive errors	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b> 2	Monitoring
<b>wrtc_rtp_gateway_jitter {over="100"}</b> Audio quality monitoring metrics	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> {over="100"} <b>Sample value:</b>	Monitoring
<b>wrtc_rtp_gateway_jitter</b> Audio quality monitoring metrics	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> {over="300"} <b>Sample value:</b>	Monitoring
<b>wrtc_rtp_gateway_jitter</b> Audio quality monitoring metrics	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> {over="500"} <b>Sample value:</b>	Monitoring
<b>wrtc_rtp_client_jitter</b>	<b>Unit:</b>	Monitoring

Metric and description	Metric details	Indicator of
Audio quality monitoring metrics	<b>Type:</b> Counter <b>Label:</b> {over="100"} <b>Sample value:</b>	
<b>wrtc_rtp_client_jitter</b> Audio quality monitoring metrics	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> {over="300"} <b>Sample value:</b>	Monitoring
<b>wrtc_rtp_client_jitter</b> Audio quality monitoring metrics	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> {over="500"} <b>Sample value:</b>	Monitoring
<b>wrtc_system_error</b> Specifies the number of failed ICE transactions	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> {type="turn_errors"} <b>Sample value:</b>	Error
<b>wrtc_system_error</b> Specifies the number of registration transactions which were timed out	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> {type="sips", sip=""} <b>Sample value:</b> 2	Error
<b>wrtc_system_error</b> Specifies if WebRTC is able to connect to Elasticsearch server or not	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> {type="es"} <b>Sample value:</b> 1 or 0	Error
<b>wrtc_system_error</b> Specifies the number of error responses received from Elasticsearch server	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> {type="es_errors"} <b>Sample value:</b> 2	Error
<b>wrtc_system_error</b> Specifies if WebRTC is able to connect to GAAuth service or not	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> {type="auth"} <b>Sample value:</b> 1 or 0	Error
<b>wrtc_system_error</b> Specifies the number of error responses received from GAAuth server	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> {type="gauth_errors"} <b>Sample value:</b> 2	Error
<b>wrtc_system_error</b> Specifies if WebRTC is able to connect to GWS Configuration service or not	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> {type="cfg"} <b>Sample value:</b> 1 or 0	Error
<b>wrtc_system_error</b>	<b>Unit:</b>	Error

Metric and description	Metric details	Indicator of
Specifies the number of error responses received from GWS Configuration server	<b>Type:</b> Counter <b>Label:</b> {type="cfg_errors"} <b>Sample value:</b> 2	
<b>wrtc_system_error</b> Specifies if WebRTC is able to connect to GWS Environments service or not	<b>Unit:</b> <b>Type:</b> Integer <b>Label:</b> {type="env"} <b>Sample value:</b> 1 or 0	Error
<b>wrtc_system_error</b> Specifies the number of error responses received from GWS Environments service	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> {type="env_errors"} <b>Sample value:</b> 2	Error
<b>wrtc_max_clients_per_instance</b> Specifies the maximum number of clients per instance	<b>Unit:</b> <b>Type:</b> Constant <b>Label:</b> <b>Sample value:</b>	Performance
<b>wrtc_max_clients_per_node</b> Specifies the maximum number of clients per node	<b>Unit:</b> <b>Type:</b> Constant <b>Label:</b> <b>Sample value:</b>	Performance
<b>wrtc_calls_by_domain</b> Specifies the number of calls by domain	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b>	Performance
<b>wrtc_registrations_by_domain</b> Specifies the number of client registrations per domain	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b>	Performance
<b>wrtc_failed_registrations_by_domain</b> Specifies the number of failed client registrations per domain	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> <b>Sample value:</b>	Performance
<b>wrtc_client_errors</b> Specifies the number of double sign-ins being rejected	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> (type = double_sign_in_reject) <b>Sample value:</b>	Error
<b>wrtc_client_errors</b> Specifies the number of clients being dropped on sign-out	<b>Unit:</b> <b>Type:</b> Counter <b>Label:</b> (type = dropped_on_signout) <b>Sample value:</b>	Error
<b>wrtc_client_errors</b>	<b>Unit:</b>	Error

---

Metric and description	Metric details	Indicator of
Specifies the number of client timeout errors	<b>Type:</b> Counter <b>Label:</b> (type = timeout) <b>Sample value:</b>	

## Alerts

The following alerts are defined for WebRTC Gateway Service.

Alert	Severity	Description	Based on	Threshold
webrtc-gateway-signins	warning	Specifies the number of sign-ins	wrtc_current_signins	15mins
webrtc-gateway-gauth	warning	Specifies that the Gateway Pod has lost connection to Auth service	wrtc_system_error	Need input
webrtc-gateway-gws	warning	Specifies that the Gateway Pod has lost connection to the Environment Service	wrtc_system_error	Need input
webrtc-gateway-es	warning	Specifies that the Gateway Pod has lost connection to ElasticSearch	wrtc_system_error	Need input