

Webhook Delivery Failure Response

INTERNAL — Helix Engineering / CS Operations

SYMPTOMS

Customers report that their webhooks are not being delivered or are arriving late. Internal alerts: webhook delivery success rate has dropped below 99% for 5+ minutes.

INITIAL TRIAGE

Check the webhook delivery dashboard for the failure pattern: (1) Specific destination URL — likely a customer-side issue. (2) All destinations — likely a Helix-side issue. (3) Specific event type — likely a code regression in the publisher.

CUSTOMER-SIDE FAILURE

If a single destination is failing, check the response codes: 4xx means the customer's endpoint is rejecting our payloads (auth issue, schema change). 5xx means the customer's endpoint is down. Email the workspace owner with the failure rate and last 3 error responses.

HELIX-SIDE FAILURE

If multiple destinations are failing similarly: (1) Check the webhook dispatcher service logs for errors. (2) Check Redis queue depth — if >10K, dispatcher is overloaded. (3) Check the egress proxy health.

DISPATCHER OVERLOAD

If the queue is overloaded: scale dispatcher pods (`kubectl scale deployment/webhook-dispatcher --replicas=20`). This adds capacity. Do not exceed 30 replicas — Redis becomes the bottleneck.

BACKLOG PROCESSING

Once dispatch is recovering, deliveries will catch up but order is best-effort. Webhooks delivered after 30 minutes of queueing are marked as delayed in the audit log so customers can detect and reconcile.

POST-INCIDENT

Confirm queue depth is back to baseline (<100 messages). Post a status update if any customer notifications were sent. Review whether autoscaling thresholds need adjustment.