CloudWinks

CLOUDWINKS · FOUNDATION APPS

Murphy

Technical brief

Murphy brings software problem reports into one place so teams can understand what happened and act on it. It connects technical problems with the business activity they affect, helping teams focus their investigation and reduce disruption.

1. Architecture in brief

A Flutter error queue feeds a C# batch API, which writes through a PostgreSQL function. Murphy provides the common capture, grouping and review layer. CloudWinks supplies the application runtime, while Crux supplies shared identity. The reporting boundary connects a technical event to the application and business context that produced it.

2. Service boundary and intake

The direct batch contract is POST /api/ErrorLog/batch, with 1–100 entries, an application identifier and an authenticated caller. The outside-application design routes reports through CosmosCall or BigTalk into this error intake. BigTalk's three intake paths are a software API call, inbound email and inbound SMS; each converts the incoming report into Murphy's error model.

3. Data handled

Reports contain the error message, severity/category, fatal flag, context, application/version/build, device information, correlation and client-error identifiers, fingerprint and stack trace—the code path at failure. The controller binds user identity to the authenticated caller rather than accepting a supplied user identity. Precise latitude and longitude are excluded from this controller's stored fields.

4. Integrations and ownership

Conductor records dispatch failures and missed windows through Murphy. Roady’s error-reporting design uses the same shared service. CosmosCall supplies connection definitions and signature verification, TheIntegrator supplies mapping/execution infrastructure, and BigTalk supplies channel intake and communication responsibilities. Murphy owns the error record rather than the provider connection or message queue.

5. Security and access

Direct batch intake requires authorization and limits batch size and database-environment selection. CosmosCall checks message signatures against secrets resolved through KeyKook. External intake design includes caller/app authorization, sender verification for each channel, replay/duplicate handling, rate controls, retention and sensitive-data handling. SMS service has a toll-free approval dependency; intake and outbound notification permissions are separate.

Competitive context

ALTERNATIVE	ITS FOCUS	CLOUDWINKS PRODUCT FOCUS
Sentry	Issue grouping and investigation tools.	Error review connected to CloudWinks business activity.
Rollbar	Error monitoring and investigation across software releases.	One shared problem history for the CloudWinks app family and outside reporters.

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