

MCP SERVER

NO CODE

CLOUD HOSTED

8x8 MCP for AI Agents

Manage multi-channel messaging, calls, and account flows

8x8 MCP gives your AI agents full control over multi-channel communication, handling everything from SMS texting and WhatsApp chat to voice calls. You can manage account balances, initiate phone verifications with OTP codes, and track delivery status across all channels using natural conversation.

A+ Quality Score 100/100

cloud-communications

sms-api

voice-calls

telephony

contact-center

messaging



The infrastructure that powers AI agents in the real world.



Vinkius connects AI to the world's software through secure, enterprise-grade infrastructure — enabling real-world execution at scale, built on the Model Context Protocol (MCP).

Your AI Connections Run Through Vinkius Cloud

The world's largest
managed MCP catalog

Vinkius is the cloud infrastructure where AI agents connect to the software your business already runs. We handle the hosting, the security, the credentials, the uptime — you get agents that actually do things.

We operate the world's largest managed MCP catalog. Major SaaS platforms, CRMs, databases, and cloud providers — running, monitored, production-ready. This MCP server is hosted and maintained by the Vinkius Cloud for AI Agents.

The agent doesn't manage credentials, doesn't manage uptime, doesn't manage security. Vinkius does.

— Architecture principle

Four Pillars of the Vinkius Runtime

01 — Security by design

Credentials stay encrypted at rest via AES-256. The AI agent never touches raw keys — they're injected into a sandboxed V8 isolate at runtime. Actions are logged, and connections have an emergency kill switch.

03 — Deterministic observability

Eight immutable metrics per endpoint: request volume, p95 latency, error rate, active connections, cost attribution. A live payload feed logs every tool call with mutation detection.

02 — Built on MCP Fusion

This MCP server was built with **MCP Fusion**, the open-source framework (Apache 2.0) that powers the entire Vinkius catalog. Schema-as-firewall strips undeclared fields, compiled PII redaction runs at zero overhead, and cryptographic lockfiles produce git-diffable audit trails.

04 — Autonomous operations

Servers are deployed, monitored, and patched autonomously. New capabilities and security patches ship weekly. Zero-downtime deployments ensure continuous availability across all managed MCP servers.

AES-256

Encryption at rest

Ed25519

PKI vault signatures

24h TTL

Ephemeral session keys

V8 Isolate

Sandboxed execution

One Token. Instant Access.

Every MCP server on Vinkius is accessed through a **Connection Token**. Tokens are generated in the cloud dashboard and produce a unique MCP endpoint URL. Paste this URL into any MCP-compatible client — no SDK required.

A single token can serve **multiple AI clients simultaneously**, or you can issue separate tokens per client for granular access control. Each token tracks its own request count, last activity timestamp, and can be individually enabled or revoked.

MCP ENDPOINT

`https://edge.vinkius.com/{token}/mcp`

Claude



Cursor



VS Code



Windsurf



Grok



Gemini

Security Is the Architecture

Security in Vinkius is not a feature — it's the foundation of the runtime. The gateway enforces multiple independent protection layers between AI agents and third-party APIs.

01 — Ed25519 PKI Vault

Every workspace has an Ed25519 Master Key. Session keys are generated ephemerally (24h TTL) and signed by the Master Key. Credentials never leave the vault boundary.

02 — V8 Isolate Sandboxing

Tool code runs inside isolated-vm V8 isolates with 64 MB memory caps and per-request timeouts. No filesystem access, no network access except through the SSRF-guarded fetch bridge.

03 — SSRF Guard

All outbound HTTP requests are DNS-resolved and validated before execution. Private IP ranges (10.x, 172.16-31.x, 192.168.x, AWS metadata 169.254.x) are blocked at the network layer.

05 — Cryptographic Audit Trail

Every request is signed into a SHA-256 hash chain with Ed25519 signatures. Events form a tamper-proof, SIEM-exportable forensic record.

04 — DLP & PII Redaction

A ResponseGuard pipeline intercepts every tool response. Configurable redaction patterns strip sensitive fields (emails, SSNs, card numbers) before data reaches the AI agent.

06 — Honeypot Trap System

Phantom credentials are injected into isolated environments. If a honeypot is used outside Vinkius infrastructure, the server is quarantined instantly.

Emergency Kill Switch

EU AI Act Art. 14(1)
Compliant

The kill switch is an **emergency halt** mechanism — not a simple toggle. When triggered, it executes three actions atomically:

01 — Server deactivated

The MCP server is immediately taken offline across the entire cluster.

02 — All tokens revoked

Every connection token is invalidated. Total lockout — reconnection blocked until new tokens are issued.

03 — WebSocket connections killed

Active connections terminated via Redis pubsub broadcast. Propagates to every runtime node in the cluster.

Full Visibility. Zero Guesswork.

The Vinkius cloud dashboard includes a full MCP Governance suite — real-time analytics and security controls for production AI operations.

Control Plane

KPI dashboard with request volume, latency, success rate, token consumption, and AI-generated operational briefings.

FinOps

Cost tracking per tool, payload compression savings, budget optimization signals, and consumption trends.

Firewall & DLP

PII redaction activity, sensitive data protection counters, and security event timeline.

Agent Activity

Which AI clients are connecting, how often, and what they're doing — real-time session tracking.

Tool Health

Slowest and most error-prone tools, with actionable root-cause insights and performance baselines.

Incident Log

Error trends, failure rates, status-code breakdowns, and forensic audit trail access.

Get started at cloud.vinkius.com — connect your AI agent in under 60 seconds.

8x8 MCP

10 tools available
Cloud-hosted on Vinkius

This connector lets your AI agent handle the entire spectrum of customer communications—SMS, chat, and voice—without ever needing you to switch apps. Instead of manually logging into multiple dashboards to send a text or check an account balance, you just talk to your agent. It manages outgoing messages to any phone number globally, sends chats through popular platforms like WhatsApp or Viber, and even initiates automated voice calls using text-to-speech. Need to verify a user? Your agent can generate and deliver OTP codes via SMS, then validate the answer when it comes back. Plus, you get visibility into operations by checking things like your current account balance and listing all associated sub-accounts. Getting this connected through Vinkius means your AI client connects once and gets access to these core telephony functions immediately.

Core Capabilities

01 — Manage outgoing SMS and chat messages

The agent sends text messages globally or crafts chats for platforms like WhatsApp and Viber.

02 — Handle voice calls and status checks

You can trigger automated, text-to-speech voice calls and check the real-time outcome of those communications.

03 — Verify users with OTP codes

The agent sends One-Time Passwords via SMS and then validates user submissions to confirm identity.

04 — Monitor communication success rates

Check the delivery status for both sent SMS messages and voice calls in real time.

05 — Manage account details

Query your total account balance or list all active sub-accounts under your 8x8 profile.

One Click on Vinkius — From Prompt to Execution

Available at vinkius.com/mcp/8x8 — connect your AI agent in three steps.

- 01** Subscribe to this MCP and provide your API Key and Sub Account ID, which you pull directly from your 8x8 Connect dashboard.
- 02** Connect the credentials to any compatible AI client, like Cursor or Claude.
- 03** Tell your agent what needs doing—whether it's sending an SMS confirmation code or checking the account balance. The MCP handles the rest.

The bottom line is that you interact with one single conversational interface, and the MCP executes complex actions across multiple communication channels.

Built For

This connector is for teams buried in communications. If your job involves confirming user identity, sending bulk operational messages, or managing customer support callbacks, this saves hours of manual dashboard clicking.

Customer Support Specialist

The specialist uses the agent to send SMS confirmations or initiate voice calls instantly when a ticket comes in, without ever leaving their main chat window.

Operations Manager

The manager needs to programmatically check the account balance and monitor usage across various sub-accounts to keep costs under control.

Product Onboarding Engineer

This engineer integrates mandatory phone verification steps into a user's sign-up flow, automatically sending OTP codes and confirming success.

What Changes When You Connect

- 01** Stop managing communications in silos. Your agent sends SMS messages or chats through platforms like WhatsApp without you ever changing tools.

-
- 02** Speed up user verification. Instead of manual password resets, the agent can send an OTP via SMS using `send_verification` and immediately validate it with `check_verification`.
-
- 03** Gain full operational visibility. You can query your current balance with `get_account_balance` or list all sub-accounts to track usage across departments.
-
- 04** Automate callbacks. Initiate a text-to-speech voice call using `send_voice_message`, and the agent tracks its status via `get_call_status` for follow-up.
-
- 05** Track every message sent. You get confirmation of delivery status using `get_sms_status`, giving you auditable proof that communications landed.
-

Real-World Applications

Handling Customer Account Updates

A customer calls and needs to update their phone number. The agent initiates a new workflow, using the MCP to send an SMS verification code (`send_verification`) and then waits for the user to provide that code, which is validated with `check_verification`.

Onboarding New Enterprise Clients

When a new client signs up, the product team uses the agent to send an initial welcome SMS confirmation (`send_sms`) and then follow up with a voice message (`send_voice_message`) detailing next steps.

Running Batch Operations Checks

The operations team needs a quick overview of service status. They ask the agent to list all sub-accounts (`list_sub_accounts`) and check the overall account balance (`get_account_balance`) in one query.

Managing Departmental Communication Channels

A manager wants to see all communication channels in use. The agent can list sub-accounts, allowing the team to track which department's lines are hitting their usage limits.

Patterns to Avoid

Treating SMS and Chat as separate tasks

✗ AVOID

Asking the agent to send a text message, then separately asking it to manage chat messages on WhatsApp. This requires multiple steps and context switching.

✓ INSTEAD

Group both requests together: 'Send an urgent update via SMS, and follow up with a summary chat message through WhatsApp.' The MCP handles all channels in one flow.

Ignoring delivery status

✗ AVOID

Sending important alerts but never confirming if the recipient actually received the text. This creates blind spots in operations.

✓ INSTEAD

Always follow up message sends with a request to check delivery using ``get_sms_status`` or ``get_call_status``.

Mixing account checks with messaging

✗ AVOID

Asking for an account balance, and then in the next prompt sending a chat message. The agent might lose context on whether the balance check was relevant to the chat.

✓ INSTEAD

Start by setting the stage: 'First, check our current balance. After that, send this confirmation message.' This keeps the entire workflow sequential.

The Right Fit

Use this MCP if your core business process requires reliable, multi-channel communication management—meaning you need to handle SMS, chat (like WhatsApp), and voice calls from a single conversational interface. It's perfect for customer support workflows or high-volume onboarding flows where tracking delivery status is critical. Don't use it if you only need simple logging; this tool provides active sending capabilities, like `send_sms` and `send_chat_message`. If your needs are solely focused on integrating with a single platform (e.g., just email), then an email-specific connector will be better. However, if the pain point is coordinating status checks and message delivery across different channels, this MCP handles that complexity for you.

8x8 MCP for AI Agents: Solving Customer Support Messaging Gaps

Right now, a support ticket requires juggling at least three tools: the CRM dashboard to find contact info; the messaging app to send an SMS code; and the calling system to initiate a callback. You copy phone numbers, open multiple tabs, and manually trigger status checks for every single interaction.

With this MCP, your agent handles it all automatically. When a user needs help, you ask the agent to confirm their identity via SMS, then follow up with an automated voice call—all in one prompt. The system confirms that both messages were delivered, giving you a complete audit trail.

8x8 MCP for AI Agents: Streamlining Operational Account Management

Manually tracking usage across departments is a nightmare. You have to log into the main dashboard, then drill down through sub-accounts one by one just to find out if Department A exceeded its allotted message count or if the total account balance was low.

Now, you simply ask your agent: 'What's our status?' It automatically lists all sub-accounts and provides a consolidated view of the overall account balance. You get immediate, actionable data without opening a single browser tab.

8x8: 10 Communication & Messaging Tools for AI Agents

Use these tools to check account status, send messages across multiple platforms, and manage call and chat activity automatically.

#	TOOL	DESCRIPTION
01	<code>check_8x8_status</code>	Verifies that the MCP connection is active and working correctly with 8x8's API.
02	<code>check_verification</code>	Takes a code provided by a user and confirms if it matches an expected One-Time Password (OTP).
03	<code>get_account_balance</code>	Retrieves the current financial balance available on your 8x8 Connect account.
04	<code>get_call_status</code>	Checks and reports the status of a voice call that was initiated through the MCP.
05	<code>get_sms_status</code>	Provides real-time feedback on whether an SMS message has been successfully delivered to its recipient.
06	<code>list_sub_accounts</code>	Lists all active sub-accounts associated with your primary 8x8 Connect profile.
07	<code>send_chat_message</code>	Send a chat message
08	<code>send_sms</code>	Send an SMS message
09	<code>send_verification</code>	Send a verification code
10	<code>send_voice_message</code>	Make a text-to-speech call

See It in Action

Real prompts you can use once this MCP is connected to your AI agent through Vinkius Cloud.

U Send an SMS to 555-1234 saying 'Your order ships tomorrow.'



✔ **Message Sent Successfully**

- **Recipient:** 555-1234
- **Content:** Your order ships tomorrow.
- **Message ID:** msg_9876
- **Status:** Queued for Delivery (Carrier ETA: < 5 minutes)

Would you like me to check the delivery status in a few minutes?

U Check the account balance and list any sub-accounts we have.



Sure thing. Here's the status report:

- 💰 **Account Balance:** \$142.50
- 📁 **Active Sub-Accounts:** 3/5
 - Marketing Team (ID: MKT)
 - Support Hotline (ID: SUP)
 - Product QA (ID: PROD)

The Marketing team account is nearing its usage limit. Do you want to see the detailed balance for that sub-account?

U I need to verify user 'john.smith' because he claims his account is compromised.



No problem. I've sent a verification code to John Smith at 555-9012.

The request ID for this was `ver_3456`. When he texts the code back, just give it to me and I can validate it right away.

Frequently Asked Questions

01 How does the 8x8 MCP help me manage customer service calls and messages?

The 8x8 MCP lets your AI agent handle everything from initiating voice callbacks to sending confirmation SMS texts. You get one centralized place to run complex, multi-channel support workflows.

02 Can I use the 8x8 MCP for user account verification?

Yes. The tool sends One-Time Passwords (OTPs) via SMS and then validates the code when the user responds. This makes your onboarding process much more secure and automated.

03 Is tracking message delivery status included in the 8x8 MCP?

Absolutely. After sending an SMS or running a voice call, you can ask the agent for real-time updates on its delivery status. This gives your team full visibility into every communication.

04 What if I need to check my 8x8 account usage and balance?

The MCP lets you query your overall account balance and list all associated sub-accounts in a single prompt. This is perfect for operations teams tracking departmental spending.

05 Does the 8x8 MCP support multiple chat platforms like WhatsApp?







Yes, it supports sending messages through several popular channels, including WhatsApp and Viber. You can treat these chats just like regular messaging within your AI agent's workflow.

Go Live in 60 Seconds

Get your connection token from cloud.vinkius.com, then paste the endpoint URL into any MCP-compatible client.

YOUR MCP ENDPOINT

```
https://edge.vinkius.com/[TOKEN]/mcp
```

CLIENT	WHERE TO CONFIGURE
 Claude AI	Profile → Customize → Connectors → "+" → Add custom connector → Paste endpoint
 Cursor	Settings → Features → MCP Servers → "+ Add New MCP Server" → Type: SSE → Paste endpoint
 VS Code	Ctrl/Cmd+Shift+P → "MCP: Add Server" → add <code>"8x8": { "url": "..." }</code>
 Windsurf	MCP Settings → <code>mcp_settings.json</code> → Add endpoint URL
 ChatGPT	Settings → Tools & plugins → Add MCP server → Paste endpoint
 Gemini	Extensions → Add MCP Server → Paste endpoint URL

ASK AN AI ABOUT THIS

Let your preferred AI explain this MCP server

-  **Ask ChatGPT** 
-  **Ask Claude** 
-  **Ask Perplexity** 
-  **Ask Gemini** 
-  **Ask Grok** 

READY TO CONNECT

8x8 is live on Vinkius Cloud.

Get your connection token, paste it into your AI agent, and start building. No SDK. No deployment. Just results.

[Start at cloud.vinkius.com](https://cloud.vinkius.com) →

vinkius.com · support@vinkius.com

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