

MCP SERVER

NO CODE

CLOUD HOSTED

8x8 Work MCP for AI Agents

Analyze call volume and track extension performance metrics.

The 8x8 Work MCP lets your AI agent audit and analyze every aspect of your business communications. It pulls detailed call records, tracks performance for individual extensions, and analyzes ring group activity using natural language commands. Stop sifting through raw logs; get instant insights into communication trends, usage patterns, and resource allocation.

D Quality Score 51.59/100

unified-communications

call-records

telephony-analytics

business-communication

extension-management

ring-groups



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 Work MCP

3 tools available

Cloud-hosted on Vinkius

This connector turns massive amounts of telephony log data—the kind IT admins usually spend hours exporting and cleaning—into clear business intelligence for your agent. Instead of digging through complex call detail records (CDR) or running multiple reports, you simply ask your AI client what you need to know about communication flow.

Your agent can instantly pull detailed call histories across the whole organization. It monitors a specific extension's performance, telling you if it's getting enough calls or if its talk time is trending up or down. You can also check ring groups to make sure calls are distributed evenly and efficiently. This capability bridges the gap between raw system logs and actionable business decisions.

Connecting 8x8 Work via Vinkius means your agent has a conversational window into your entire telephony environment, ensuring you always know if your communication workflows are optimized for peak performance.

Core Capabilities

01 — Audit comprehensive call journeys

Pull detailed records, including source, destination, and duration, for every call made across the organization within a specific date range.

02 — Get performance summaries for extensions

Receive instant metrics on an extension's activity, summarizing total inbound calls, outbound usage, and average talk time.

03 — Analyze call distribution groups

Access key performance data for business ring groups, helping you verify optimal call routing and answer rates.

One Click on Vinkius — From Prompt to Execution

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

- 01 Subscribe to this MCP on Vinkius.
- 02 Provide your 8x8 API Key and Client Secret credentials.
- 03 Use any MCP-compatible client (like Cursor or Claude) to query the system with natural language prompts.

The bottom line is, you connect your keys once, and your agent handles all the complex data retrieval using simple chat commands.

Built For

This MCP serves IT Administrators who hate manual log extraction, Telephony Managers worried about call distribution, Business Operations teams needing usage trends, and Customer Success Managers who need instant call verification.

IT Administrator

Audits raw call records across the organization to identify usage anomalies or compliance gaps without manually exporting data into spreadsheets.

Telephony Manager

Monitors ring group performance and overall call flow patterns, ensuring that calls are distributed correctly and that coverage targets are being met.

Business Operations Analyst

Tracks communication trends and total call volumes over time to justify staffing changes or reallocate departmental resources efficiently.

What Changes When You Connect

- 01 Stop digging through raw log files. Your agent pulls detailed records instantly, giving you a full picture of every interaction in the system.

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- 02 Pinpoint underperforming resources with 'get_extension_summary'. You get immediate visibility into specific extensions' call counts and talk time without running separate reports.

 - 03 Verify compliance and usage patterns by using 'list_call_records'. Query exact communication data points across custom date ranges to build a perfect audit trail.

 - 04 Optimize your workforce with 'list_ring_groups'. The MCP provides analytics on distribution groups, ensuring call volume is handled evenly and efficiently.

 - 05 Reduce manual overhead. Instead of clicking through multiple dashboards, you talk to the system and get summarized insights immediately.
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Real-World Applications

Investigating a high-volume department

A manager needs to know why sales call volume spiked last week. They ask their agent to use 'list_call_records' for the previous seven days, instantly getting a breakdown of source, destination, and duration that pinpointed the cause.

Troubleshooting call routing failure

An IT admin suspects a ring group isn't distributing calls properly. Running the analytics via 'list_ring_groups' quickly revealed that one specific distribution line had a poor answer rate, flagging the issue immediately.

Checking an understaffed extension

An operations analyst needs to confirm if Extension 105 is handling its quota. They prompt for a summary, and 'get_extension_summary' immediately reports low call counts compared to historical averages.

Verifying service interactions for billing

A customer success manager needs proof of interaction counts for billing. They query call records between two dates using 'list_call_records' to generate an indisputable log summary for a client.

Patterns to Avoid

Using raw CSV exports

✗ AVOID

Manually downloading and opening massive, unformatted CSV call logs just to find out how many calls a specific extension received on Tuesday.

✓ INSTEAD

Ask your agent for an 'extension summary' using 'get_extension_summary'. It handles the parsing and delivers only the key metrics you need.

Running multiple reports

✗ AVOID

Having to run separate performance reports for each ring group, then cross-referencing dates manually in Excel.

✓ INSTEAD

Use 'list_ring_groups'. It pulls all the necessary distribution analytics into one conversational summary.

Guessing at time ranges

✗ AVOID

Trying to recall call data for a specific afternoon, but not knowing if it was 1:00 PM or 2:00 PM.

✓ INSTEAD

Use 'list_call_records' and specify the precise date and time range. It pulls exactly what you need without guesswork.

The Right Fit

Use this MCP if your job requires analyzing communication patterns, auditing call history, or monitoring phone system performance metrics daily. If you frequently ask questions like 'How many calls did X receive last quarter?' or 'Is the support group distributing evenly?', this is for you.

Don't use this if you only need to check basic user directory information (that requires a different tool). Also, don't rely on it for live call data; this analyzes historical records. If your goal is just sending messages or creating new users, look at general communication platform integrations instead.

8x8 Work MCP: Auditing Call Records and Communication Flow

Right now, tracking call volume across a department feels like an archaeological dig. You're stuck downloading massive CSV files from the admin portal, sifting through columns of timestamps, source IPs, and cryptic status codes just to find out if Extension 302 hit its monthly call goal.

With this MCP, you tell your agent what you need—for example, 'Show me all calls that failed yesterday.' Your agent handles the complexity. It reads the raw logs using 'list_call_records' and delivers a clean summary of the failures right in your chat interface.

8x8 Work MCP: Optimizing Ring Group Performance Metrics

Manually monitoring ring groups requires logging into multiple dashboards to compare answer rates, average handle time, and total calls across different distribution lines. It's a constant process of copy-pasting metrics for comparison.

Now you just ask your agent about the group performance using 'list_ring_groups'. You get an instant analysis comparing all groups side-by-side, telling you exactly where call flow is bottlenecking.

8x8 Work: 3 Tools for Telecom Analytics

Use these tools to pull detailed call logs, summarize specific extensions, and analyze group distribution metrics.

#	TOOL	DESCRIPTION
01	<code>list_call_records</code>	Retrieves detailed logs for all calls, including metadata, across the entire organization's history.
02	<code>get_extension_summary</code>	Generates a quick performance report and summary of call volume metrics for any specific extension number.
03	<code>list_ring_groups</code>	Pulls analytics data showing the overall performance, answer rates, and distribution statistics for configured ring groups.

See It in Action

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

U Can you give me a summary of all calls for the marketing department yesterday?



Marketing Department Call Summary (Yesterday)

- **Total Calls Handled:** 452
- **Inbound Volume:** 310 (Peak: 1 PM - 3 PM)
- **Outbound Usage:** 142
- **Key Insight:** The average talk time jumped by 2 minutes compared to last week, suggesting more complex troubleshooting calls.

I've also flagged three specific extensions that exceeded their normal call volume.

U What were the performance stats for our main support line (Ring Group)?



Support Ring Group Analytics

METRIC	VALUE
Answer Rate	98.5%
Total Calls	678
Avg Wait Time	<12 seconds

* The performance is solid, but the data shows a minor spike in abandoned calls between 4 PM and 5 PM; you might want to review staffing during that window.

U Show me all call records for account X from last month.



Call Records: Account XYZ (Last Month)

Here are the details:

- **Date:** 2026-05-10 | **From:** 1234 | **To:** 9876 | **Duration:** 7m 30s |
- **Date:** 2026-05-12 | **From:** 5555 | **To:** 1234 | **Duration:** 12m 10s

Total records found: 18. The data confirms the two long calls you were looking for.

Frequently Asked Questions

01 How do I use the 8x8 Work MCP to check my call volume?

You simply ask your agent for a summary of calls. It reads all the raw data and provides clean metrics on total inbound, outbound, and talk time without you seeing any confusing log fields.

02 Can I track which extensions are most busy using 8x8 Work MCP?

Yes, asking for an extension summary gives you instant reports. You can see call volume trends and average performance metrics to identify resource bottlenecks across your team.

03 What if I need historical data for a specific date range with 8x8 Work MCP?

The MCP lets you query logs by exact time ranges. You can specify the start and end times, retrieving every relevant call detail record (CDR) for your audit.

04 Does this help me optimize my ring groups with 8x8 Work?

Absolutely. By pulling ring group analytics, you get a clear picture of answer rates and distribution patterns. You'll know if calls are getting spread out evenly across all available lines.

05 Is the 8x8 Work MCP good for compliance audits?

Since it retrieves detailed call records, you can pull comprehensive logs for any time period and specific users. This makes generating an audit trail fast and accurate.

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 `"8x8-work": { "url": "..." }`



Windsurf

MCP Settings → `mcp_settings.json` → 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 Work 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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