

MCP SERVER

NO CODE

CLOUD HOSTED

Bird MCP for AI Agents

Manage multi-channel conversations and customer history

Bird MCP lets your AI client manage all customer interactions—SMS, WhatsApp, Email, and voice calls—from one place. It handles contacts, message threads, and call history across every major communication channel so you never lose context about a customer's journey.

A+ Quality Score 100/100

omnichannel

sms-api

whatsapp-business

unified-messaging

customer-engagement

voice-api



The connectivity layer between AI and the world's software.



Vinkius sits between AI and every application. All communication passes through Vinkius Cloud via the Model Context Protocol (MCP) — with governance, observability, and security at every layer.

Your AI Connections Run Through Vinkius Cloud

The world's largest
managed MCP catalog

Vinkius is the connectivity layer where AI connects 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.

Bird (MessageBird) MCP

10 tools available

Cloud-hosted on Vinkius

This connector gives your agent the ability to handle complex, multi-channel communications naturally. Instead of jumping between separate systems for WhatsApp messages, email replies, or physical call logs, your AI client sees everything in one place. You can automatically create and update customer records using `create_contact` or `update_contact`, ensuring every interaction is logged correctly. Need to send a quick follow-up? Your agent uses `send_message` to deliver the alert via SMS or WhatsApp instantly. When you connect this MCP through Vinkius, your AI client can also pull complete conversation transcripts using `list_messages` and review past calls by listing call history. This means support teams can audit a customer's entire communication lifecycle—from initial chat message to final voice call—without ever leaving their primary workflow.

Core Capabilities

01 — Manage customer contact records

The agent can create new profiles or modify existing ones, keeping identifiers and metadata up-to-date.

03 — View all conversation histories

The agent fetches and lists ongoing or archived communication threads, regardless of the channel used.

05 — Audit voice call logs

The agent lists and fetches detailed metadata for past phone calls made or received within the workspace.

02 — Send messages across channels

Your client sends instant alerts to a recipient using specific channels like SMS or WhatsApp.

04 — Review individual message details

You can pull specific messages from a thread to review exactly what was said at any point in time.

One Click on Vinkius — From Prompt to Execution

Available at vinkius.com/mcp/bird-messagebird — connect your AI agent in three steps.

- 01 Subscribe to this MCP on Vinkius.
- 02 Enter your unique Bird Access Key and Workspace ID credentials.
- 03 Connect your agent via Claude, Cursor, or any compatible client to start communicating.

The bottom line is that once connected, your AI client handles the API calls automatically, allowing you to manage communications through natural language commands.

Built For

Support teams who spend hours switching between ticketing systems and chat platforms need this. Sales reps require instant access to a customer's full communication history before making a pitch. Operations managers need an audit trail of every call and message for quality assurance.

Technical Support Specialist

Using the MCP, they can pull up all messages and conversations related to a ticket across SMS, WhatsApp, or email without switching tabs.

Sales Development Representative (SDR)

They use this tool to quickly check if a lead has been contacted recently and what the last communication channel was before making an outreach message.

Operations Manager

They audit past customer interactions by listing all voice calls or reviewing contact profiles to ensure compliance and quality assurance reports are accurate.

What Changes When You Connect

- 01 Stop context switching. Instead of jumping between WhatsApp, email, and CRM tabs, your agent gives you a single view of all communication threads using `list_conversations`.

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- 02 Maintain clean data records. When a lead changes their phone number or name, use `update_contact` to ensure every subsequent message sends to the right place.

 - 03 Instantly respond with full context. Before sending a reply, your agent can pull up all past messages using `list_messages`, so you never ask, 'What did we talk about last?'

 - 04 Better call quality assurance. Instead of manually checking logs, use `list_calls` to generate an immediate summary of recent voice activity for review.

 - 05 Never miss a lead. You can create new profiles or pull up existing ones with `get_contact`, guaranteeing that every touchpoint is logged correctly from the start.
-

Real-World Applications

A customer calls about an old order issue.

The agent pulls all past conversations using `list_messages` to see the initial email thread, then uses `get_call` to check if a follow-up phone call was recorded. It summarizes everything for the support agent so they can provide one accurate answer.

A sales team needs to update client data after a meeting.

Instead of logging into three separate systems, the agent uses `get_contact` to review existing details and then runs `update_contact` to add new notes or correct identifiers instantly.

A marketing team needs to re-engage cold leads.

The agent first uses `list_contacts` to verify which contacts are active. Then, it sends a personalized reminder message using `send_message` via WhatsApp, knowing the customer's preferred channel.

Auditing compliance for call center staff.

The manager asks the agent to list all calls in a specific week using `list_calls`. The system returns a detailed breakdown of statuses (completed, missed) and allows deep dives into any single record with `get_call`.

Patterns to Avoid

Using different tools for data lookup

✗ AVOID

Trying to find an updated phone number by checking the CRM, then opening a spreadsheet, and finally looking at the call logs. This creates massive context switching.

✓ INSTEAD

Use ``get_contact`` first. It pulls the verified profile details from all sources into one place. If you need to change it, use ``update_contact`` next.

Sending messages without checking channels

✗ AVOID

Attempting to send a WhatsApp message when the customer only provided an old phone number that was registered as SMS-only.

✓ INSTEAD

Always check the communication history using ``list_messages`` first. This confirms which channel worked last, ensuring you use the correct target for your next ``send_message``.

Forgetting to log a profile change

✗ AVOID

A customer calls with a new name or title, and the agent just notes it down in a temporary document rather than updating the source of truth.

✓ INSTEAD

After gathering any changes, use ``update_contact`` immediately. This writes the verified information back into the Bird workspace.

The Right Fit

You need this MCP if your communication strategy requires treating SMS, WhatsApp, Email, and voice calls as one unified stream of customer data. If your main job is just sending bulk marketing emails that don't require conversation history, you probably don't need it. But if your goal is deep support or sales context—like knowing exactly what was discussed on a call *and* which messages were exchanged in the chat—this MCP provides the necessary unified view via tools like `list_messages` and `get_conversation`. Use this when conversation flow matters more than just sending single alerts.

Bird Messaging MCP for AI Agents: Unified Communication History

Manually handling customer communication is a mess. You're constantly switching between your email inbox, the WhatsApp chat screen, and the CRM to stitch together what actually happened with the client. Did they talk on the phone? Was it via SMS? Which message was missed in the thread? Copying these details into a single ticket takes minutes of tedious clicking.

With this MCP, your agent handles the context switching for you. You simply ask your AI client to 'Summarize the last interaction with John.' It pulls data from multiple sources—checking conversation logs via `list_messages` and confirming contact details using `get_contact`. The result is a single, cohesive summary that lets you move fast.

Bird Messaging MCP for AI Agents: Contact Lifecycle Management

Before this MCP, updating customer data was a manual nightmare. If the client moved or changed their title, someone had to remember to log into the CRM and find the right field to update. This process often led to stale records or missed identifiers.

Now, your agent makes it seamless. You tell it: 'Update Jane Doe's phone number.' The MCP uses `update_contact` to write that change directly back into the core system, guaranteeing accuracy every single time.

Bird (MessageBird) 10 Tools for Unified Communications Management

These tools allow your agent to manage everything from creating new customer profiles to listing detailed message threads and reviewing call logs.

#	TOOL	DESCRIPTION
01	<code>create_contact</code>	Establishes a completely new profile for a customer within the system using specified identifiers.
02	<code>get_call</code>	Retrieves all specific details about one single voice call that took place in the workspace.
03	<code>get_contact</code>	Pulls up a detailed record for an existing customer, showing their profile data and identifiers.
04	<code>get_conversation</code>	Fetches the metadata and current status of any single conversation thread you name.
05	<code>list_calls</code>	Generates a summary list of all voice calls, both incoming and outgoing, in the workspace.
06	<code>list_contacts</code>	Provides a comprehensive roster of every customer profile currently stored in the system.
07	<code>list_conversations</code>	Retrieves a list of all open or archived communication threads available for review.
08	<code>list_messages</code>	Gets every individual message sent within a specific, named conversation thread.
09	<code>send_message</code>	Sends an immediate new text-based alert to a recipient using a specified communication channel like SMS or WhatsApp.
10	<code>update_contact</code>	Modifies the metadata or contact identifiers of a customer profile that already exists in the system.

See It in Action

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

U Show me all messages and calls related to order #12345.



Order 12345 Summary

- **WhatsApp Thread (Last day):** Discussed shipping delay. Confirmed new tracking ID: ABC-987.
- **SMS History (Yesterday):** Sent automated reminder about payment due.
- **Voice Call Log:** Missed call attempted yesterday at 3 PM. Status: Unanswered.

Please follow up via email and confirm the tracking number.

U What are the latest details for Sarah Miller?



Sarah Miller Profile

- **Primary Phone:** +1 555-234-9012 (Updated 6/12)
- **Email:** sarah.miller@corp.com
- **Last Chat:** Via WhatsApp, discussing account upgrade options.
- **Recent Activity:** Called in on 6/10; completed successfully.

U Send a follow-up message to the sales lead who spoke with me yesterday.



Action Taken: Message sent successfully!

I used your primary WhatsApp channel to send the personalized follow-up regarding the enterprise package. The recipient, Mark Johnson, received the update at 10:35 AM ET.

Frequently Asked Questions

01 How can I use Bird MCP to centralize all my customer communications?

It brings every interaction—SMS, WhatsApp, email, and voice calls—into one place. Your agent pulls together a full history, so you always know the complete story of a customer without switching tabs.

02 Is Bird MCP good for tracking call logs?

Yes. You can list all past voice calls and get detailed records for any specific call. This is great for quality assurance or troubleshooting communication gaps.

03 Can I use this MCP to update customer contact details?

Absolutely. If a client changes their phone number or company name, your agent can find the right record and update it instantly using dedicated tools, keeping your data accurate.

04 Does Bird MCP help with sending messages?

Yes. You can trigger instant, specific alerts to customers via their preferred channel (like WhatsApp or SMS) without needing to manually log into the messaging platform.

05 What if I need to check conversations from different channels at once using Bird MCP?

You simply ask your agent to list all conversations. It aggregates threads across multiple communication types, giving you a comprehensive view of active and archived chats in one place.

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 `"bird-messagebird": { "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

Bird (MessageBird) 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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