

MCP SERVER

NO CODE

CLOUD HOSTED

Birdeye MCP

Centralize all your review and feedback management.

Birdeye MCP manages your local business reputation using natural language conversations. This connector lets you centralize customer feedback, retrieve reviews from platforms like Google and Facebook, request check-ins via SMS or email, and track overall brand sentiment across multiple locations.

A+ Quality Score 100/100

reputation-management

review-management

customer-experience

feedback-collection

local-seo

customer-satisfaction



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.

Birdeye MCP

6 tools available

Cloud-hosted on Vinkius

Connect your Birdeye account to any agent through Vinkius and take full control of your online reputation without jumping between tabs. Your AI client acts as a dedicated customer success coordinator, managing everything from feedback collection to profile analysis.

For instance, instead of manually logging into five different review sites, you simply ask your agent to list all recent reviews for a specific location. Need more data? You can programmatically dispatch custom surveys or trigger review requests using automated check-ins for recent visitors. The system also maintains a complete overview of customer profiles and sentiment history across every branch you own.

Core Capabilities

01 – List and track reviews

Retrieves detailed customer ratings, comments, and review summaries from various platforms.

02 – Request feedback via automated check-ins

Sends automatic review requests to customers using SMS or email shortly after their visit.

03 – Gather customer data and sentiment history

Accesses comprehensive customer profiles, providing a detailed overview of their past feedback and overall brand sentiment.

04 – Dispatch custom surveys to specific users

Sends targeted, customized surveys directly to individual customers for focused feedback.

05 – Manage multiple business locations

Retrieves a full directory of all your company's branches and physical addresses in one place.

One Click on Vinkius — From Prompt to Execution

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

- 01 Subscribe to the Birdeye MCP on Vinkius.
- 02 Retrieve your API Key and Business ID (bid) from your Birdeye dashboard settings.
- 03 Connect this MCP to your preferred agent, then use natural language prompts to manage customer experience tasks.

The bottom line is you tell your AI client what reputation task needs doing, and it executes the necessary steps directly within your workflow.

Built For

Marketing directors and multi-location managers who are sick of manually checking dozens of review sites. This MCP solves the problem of fragmented customer feedback by giving you a single command center for reputation management.

Local Marketing Manager

Uses this to monitor brand sentiment across all branches and quickly retrieve summary reports from recent reviews.

Customer Success Team Lead

Automates the process of asking for feedback, dispatching targeted surveys, and tracking follow-ups without leaving their primary workspace.

Multi-Location Business Owner

Coordinates reputation efforts across an entire portfolio by listing all business locations and monitoring performance holistically.

What Changes When You Connect

- 01 Stop logging into Google, Facebook, and Yelp separately. You can now use the `list_reviews` tool to pull together customer ratings and comments from multiple platforms with a single prompt.
- 02 Collect fresh data without calling customers. Use `customer_checkin` to automatically send review requests via SMS or email right after a visit, ensuring you get timely feedback.
- 03 Don't just react to poor reviews; predict issues. The system lets you analyze customer sentiment history and access full profiles using `get_customer_details` for deep insights.
- 04 Targeted feedback is better than general requests. You can deploy specific questions by calling the `trigger_survey` tool, ensuring you gather actionable data points.
- 05 Manage growth across multiple sites easily. Use `list_business_locations` to get a complete directory of all your branches and coordinate reputation efforts everywhere at once.

Real-World Applications

Need to know how well the new location is doing?

The manager runs into fragmented data across three different sites. They ask their agent, 'List all reviews for the Downtown branch and compare it to the Mall branch.' The agent uses `list_business_locations` first, then executes `list_reviews`, giving a side-by-side comparison of recent sentiment.

A customer profile is flagged with concern.

The customer service rep sees an alert for 'Jane Doe' and asks the agent to pull her file. The agent uses `get_customer_details`, revealing a history of negative comments, prompting the rep to immediately use `trigger_survey` to resolve the issue.

Need to quickly generate post-visit feedback.

A sales team member wants to follow up with recent clients. They ask their agent to 'Send a check-in to John Smith.' The agent executes ``customer_checkin``, automating the request and scheduling a follow-up reminder.

Reviewing performance across all company sites.

The owner needs a quarterly report on brand health. They ask their agent to compile data for all locations. The agent uses ``list_business_locations`` and then runs multiple ``list_reviews`` calls, compiling the summary into one document.

Patterns to Avoid

Treating reviews as simple text files**X AVOID**

Copying review snippets from Google, pasting them into a spreadsheet, and manually tagging sentiment or location.

✓ INSTEAD

Instead of manual copy-pasting, use the ``list_reviews`` tool. This centralizes all comments and ratings automatically, letting your agent analyze the data structure instantly.

Sending generic feedback requests**X AVOID**

Emailing a blanket 'How was everything?' request to everyone who visited last week.

✓ INSTEAD

Use ``customer_checkin`` for automated, targeted prompts. Better yet, use ``trigger_survey`` to send custom questions relevant to the specific visit or product they used.

Missing context on a customer**X AVOID**

Talking to a customer but having no idea if they complained about the parking lot last month.

✓ INSTEAD

Before responding, use ``get_customer_details``. This pulls up their entire history of feedback and sentiment, ensuring your response is perfectly informed.

The Right Fit

Use this MCP if your pain point is fragmented customer visibility. If you currently manage reputation by logging into multiple site dashboards or manually compiling spreadsheets, this connector solves that core problem.

Don't use it if you just need to write a simple response to one

specific review; those are text generation tasks best handled by pure language models. You also don't need it if your only goal is basic contact list management without any reputation angle—in that case, a general CRM tool would suffice.

This MCP excels when you need to *act* on data: listing all locations via `list_business_locations`, sending structured requests using `customer_checkin`, or building detailed customer views with `get_customer_details`. It's about automation and centralization, not just reading.

Tracking Brand Health Used to Be a Messy Chore

Every time you want an accurate picture of how customers feel, you have to open Google Maps, then Facebook, then Yelp. You copy the ratings, paste them into a spreadsheet, and spend hours trying to manually tag which comments relate to service versus product quality. It's clicking through half a dozen dashboards just to get a rough idea.

With this MCP, your agent handles the aggregation. Instead of manual logins, you ask it to pull data using `list_reviews`. You get a single, structured view of all feedback and ratings from every platform instantly. Your AI client is now your dedicated reputation analyst.

Get Actionable Insights with Birdeye MCP

The specific steps that disappear are the repetitive manual checks, like listing all locations manually or individually sending follow-up emails. You no longer need to remember which customer visited last week or what their previous complaints were.

Now, you get a complete picture of your customer journey—from initial review collection via `customer_checkin` to deep sentiment analysis using `get_customer_details`. The system coordinates it all for you.

Birdeye: 6 Tools for Reputation Management

These six tools let you programmatically manage customer profiles, list multiple business sites, request feedback via check-ins or surveys, and retrieve detailed reviews.

#	TOOL	DESCRIPTION
01	<code>customer_checkin</code>	Sends out a review request (Check-in) to prompt a customer for feedback.
02	<code>create_customer</code>	Adds and creates a new contact profile into your system records.
03	<code>get_customer_details</code>	Pulls up the full history and details for any specific customer profile.
04	<code>list_business_locations</code>	Retrieves a complete list and directory of all your company's business locations.
05	<code>list_reviews</code>	Gathers recent customer reviews, including ratings and comments, from various sources.
06	<code>trigger_survey</code>	Sends a custom-designed survey to an identified customer for detailed feedback.

See It in Action

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

U List the latest 5-star reviews for my business in Birdeye.



I've retrieved your top reviews. You recently received 10 new 5-star ratings across Google and Facebook. Highlights include high praise for your 'Fast Response Time'. Would you like to see the detailed metadata for these?

U Send a review request to 'John Smith' (john@example.com).



Customer check-in complete! I've successfully triggered a review request for John Smith. He will receive an automated notification shortly. Shall I monitor the status for any response?

U Show the sentiment profile for customer ID '12345'.



Accessing customer intelligence... John Doe (ID: 12345) has a consistently 'Positive' sentiment profile across 3 reviews and 1 survey response. His latest NPS score was 10. Need more historical context from his high-fidelity profile?

Frequently Asked Questions

01 How do I use the Birdeye MCP to get reviews?

You simply ask your agent to list customer reviews. This uses the `list_reviews` tool, which gathers ratings and comments from multiple online platforms into one place for you.

02 Can I use the Birdeye MCP to send survey links?

Yes. You can dispatch custom surveys using the `trigger_survey` tool. This allows you to gather highly specific feedback rather than relying on general review ratings.

03 What if my company has many branches? Does Birdeye MCP handle that?

Absolutely. The `list_business_locations` tool gives you a directory of all your sites, letting you manage reputation performance across every branch simultaneously.

04 How do I prompt the Birdeye MCP to find out more about one customer?

Use the `get_customer_details` tool. This retrieves a full profile for any customer, giving you their complete history of feedback and sentiment data.

05 Is the Birdeye MCP only for Google reviews?







No. The MCP is built to manage reviews from multiple platforms (Google, Facebook, etc.). It pulls aggregated data so you don't have to worry about platform silos.

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>"birdeye-alternative": { "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

Birdeye 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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