

MCP SERVER

NO CODE

CLOUD HOSTED

Birdeye MCP for AI Agents

Manage Customer Reviews, Contacts, and Surveys from Anywhere

Birdeye MCP connects your AI agent to reputation management tools. It lets you pull customer reviews, track surveys, manage contact details, and trigger automated check-ins—all without leaving your current workflow.

A+ Quality Score 100/100

reputation-management

review-management

customer-experience

surveys

feedback-loop

local-marketing



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.

Birdeye MCP

10 tools available

Cloud-hosted on Vinkius

Managing a brand's reputation used to mean jumping between five different tabs: the review dashboard, the CRM, the survey tool, and the location manager. Now, you can handle it all through natural conversation.

This MCP lets your AI client treat customer experience like just another data point. Instead of manually copying review summaries or checking a contact's history, your agent handles these routine tasks on demand. You can ask it to find out what customers are saying about specific locations, pull detailed profile information for key contacts, or even initiate the process of sending an automated survey request after a customer check-in.

When you connect Birdeye through Vinkius, your AI agent gets access to all this data, allowing it to orchestrate complex reputation workflows. It's about getting answers and taking actions—like drafting a reply to a negative review or pulling the latest location list—right inside your existing tools.

Core Capabilities

01 — List Reviews

Retrieves a list of customer reviews, including source and rating details.

03 — Check-in Customer

Triggers an automated request to send a survey or review to a specific customer.

05 — Get Survey Responses

Retrieves all customer answers for a specific survey ID for analysis.

02 — Reply to Review

Allows you to draft and post a specific reply to an existing customer review.

04 — List Surveys

Lists all the available surveys that can be deployed to customers.

06 — List Contacts

Provides a comprehensive list of all managed customer contacts and their basic details.

07 — Get Contact

Fetches detailed profile data for a single customer contact using their details.

One Click on Vinkius — From Prompt to Execution

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

- 01 Subscribe to this MCP on Vinkius.
- 02 Enter your Birdeye API Key and Business ID credentials.
- 03 Use the connector in any compatible AI client, letting your agent handle tasks like listing reviews or checking contacts.

The bottom line is you connect once from your preferred AI client, and it instantly gains access to all of your Birdeye data and actions.

Built For

This MCP is critical for anyone whose job revolves around public perception or customer lifecycle management. If you spend time compiling reports from multiple sources or drafting replies based on scattered feedback, this connector saves you hours of manual dashboard clicking.

Reputation Manager

Monitoring and responding to reviews across platforms; quickly pulling review summaries and replying to negative feedback without switching screens.

Customer Success Team Lead

Tracking customer check-ins, monitoring survey responses, and retrieving detailed contact information to personalize follow-ups.

Marketing Analyst

Gathering location data and review summaries across multiple sources for quarterly reporting or campaign analysis.

What Changes When You Connect

- 01 Automate follow-ups: Instead of manual outreach, use the `checkin_customer` tool to automatically trigger review or survey requests when a customer interacts with your business.

-
- 02 Instant sentiment analysis: Quickly get a summary count using `get_review_summary`, giving you an immediate grasp of brand perception across all sources.

 - 03 Centralized contact data: Use `list_contacts` and `get_contact` to pull specific, detailed profile information without accessing the CRM directly.

 - 04 Direct conversation replies: The `reply_to_review` tool lets your agent draft and post thoughtful responses straight from a chat prompt, keeping engagement high.

 - 05 Operational oversight: You can list all business locations using `list_locations`, giving context to regional marketing efforts or reporting requirements.
-

Real-World Applications

Responding to Negative Public Feedback

A customer service agent notices a 1-star review on Yelp. They prompt their AI client: 'Find that review and draft a sympathetic reply acknowledging the issue.' The agent uses `list_reviews` to find it, then executes `reply_to_review`, posting a professional response instantly.

Generating Quarterly Market Reports

A marketing lead needs to report on market sentiment. They prompt: 'What is the overall review health across all major sources?' The agent executes `get_review_summary`, providing a quantitative overview for the presentation.

Tracking Customer Loyalty Post-Visit

A store manager wants to follow up with a client who just visited. They prompt: 'Check in John Doe.' The agent uses `checkin_customer` and Birdeye sends the automated request for a survey, improving response rates.

Handling Survey Data Inquiries

A CX team member needs to check feedback from last month's campaign. They prompt: 'Show responses for survey ID XYZ.' The agent uses `get_survey_responses` and summarizes the key themes mentioned by customers.

Patterns to Avoid

Using Birdeye only for reviews

X AVOID

Thinking you have to log into the Birdeye platform every time you need a contact list or survey data. This forces context switching and delays responses.

✓ INSTEAD

Use this MCP to centralize all customer data. When you need contacts, use ``list_contacts`` first. For surveys, use ``list_surveys`` before requesting specific answers via ``get_survey_responses``.

Confusing location data with contact info

X AVOID

Assuming that a customer's address is the same as the business location you list in your account. This leads to inaccurate records.

✓ INSTEAD

Differentiate between them by using ``get_contact`` for personal details and running ``list_locations`` when you need facility coordinates or addresses.

Ignoring the initial check-in step

X AVOID

Just asking for a survey response without first confirming if the customer is ready to give feedback. This leads to low engagement rates.

✓ INSTEAD

Always start with ``checkin_customer`` first. This ensures Birdeye handles the automated, timely request according to your internal settings.

The Right Fit

Use this MCP if your core problem is coordinating data across multiple customer touchpoints: reviews, surveys, and contact records. It's perfect for teams that need their AI client to act as a single pane of glass for reputation management—for example, using `list_reviews` followed by drafting replies via `reply_to_review`. Don't use this if you only need basic CRM functionality (like simple user account creation). For pure transactional tasks not related to customer feedback or location data, look at dedicated ticketing systems or general database connectors. If your goal is deep analytics on *how* the tools work together, ensure you can chain a `list_reviews` call immediately into a subsequent `get_review_summary` call for maximum efficiency.

Birdeye MCP: Streamlining Customer Reputation Management with Reviews

Today, reputation management is a manual mess. You have to open the review platform dashboard, copy the summary of recent comments, then switch over to your internal CRM just to see if that customer exists. Then you might jump into your survey tool to check what feedback they gave last quarter. It's clicking through three or four different dashboards just to get a holistic view.

With this MCP, it's one conversation. You tell your agent: 'What's the review status for our top 5 locations?' The agent uses `list_locations` and then executes `get_review_summary`, pulling all that data into a single response. You get immediate insight without leaving your workflow.

Birdeye MCP: Managing Customer Lifecycle Data Beyond Reviews

The biggest drain today is the handoff between marketing and operations. Marketing needs location data for a campaign, but operations needs to know if the contact details are current before they can send an invitation. This requires multiple people checking different systems.

This MCP fixes that by giving your agent tools like `list_contacts` and `get_business_info`. Your AI client pulls all necessary profile details in sequence, allowing you to manage the customer journey—from contact record to survey response—all within one flow.

10 Tools for Review & Contact Management

Use these tools to list reviews, manage contacts, retrieve survey responses, and automate customer check-ins directly through your AI agent.

#	TOOL	DESCRIPTION
01	<code>checkin_customer</code>	Triggers an automated request to send a survey or review to a specific customer.
02	<code>get_business_info</code>	Retrieves core, foundational information about the business profile.
03	<code>get_contact</code>	Fetches detailed profile data for a single customer contact using their details.
04	<code>get_review_summary</code>	Gathers a summary count of reviews, categorized by the source they came from (e.g., Google, Facebook).
05	<code>get_survey_responses</code>	Retrieves all customer answers for a specific survey ID for analysis.
06	<code>list_contacts</code>	Provides a comprehensive list of all managed customer contacts and their basic details.
07	<code>list_locations</code>	Pulls a complete directory listing of every business location managed in the account.
08	<code>list_reviews</code>	Retrieves a list of recent customer reviews, including source and rating details.
09	<code>list_surveys</code>	Lists all the available surveys that can be deployed to customers.
10	<code>reply_to_review</code>	Allows you to draft and post a specific reply to an existing customer review.

See It in Action

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

U What are the recent reviews for our Seattle location?



Seattle Location Reviews (Last 30 Days)

- ★★★★★ (Google): 'Amazing staff! Will be back.'
- ★★★★★ (Yelp): 'Great atmosphere, but slow service.'
- ★★★★★ (Facebook): 'Food was excellent.'

We have 12 new reviews. Would you like me to draft a reply to the Yelp comment?

U Check in Jane Smith and pull her details.



Customer Check-in Successful

- **Name:** Jane Smith
- **Email:** jane.smith@example.com
- **Status:** Checked In (Triggered)

Birdeye has initiated the automated survey request for her. I also pulled her contact record; she was last active 3 weeks ago.

U Show me responses for our 'Q2 Satisfaction' survey.



Retrieving results for Survey ID: Q2_SATISFACTION...

- **Total Responses:** 45
- **Key Positive Themes:** 'Excellent service,' 'Fast delivery.'
- **Areas for Improvement:** Customers frequently mentioned needing more clarity on the return policy.

I can summarize all feedback, or I can filter these responses by location.

Frequently Asked Questions

01 How does Birdeye MCP help me manage reviews without logging into the dashboard?

You don't have to. Your AI client handles it all. You can ask it to list recent customer reviews or summarize feedback by source, getting you real-time data directly in your chat window for quick action.

02 Can I use Birdeye MCP to track survey responses and contacts?

Yes. Beyond just reviews, this MCP lets you list all available surveys and retrieve specific customer answers using ``get_survey_responses``. It also gives you access to the full contact database via ``list_contacts``.

03 What if I need to reply to a review? Can Birdeye handle that?

Absolutely. You can prompt your agent to find a specific review and then execute a direct reply using the dedicated tool, so you maintain consistent brand messaging without leaving your workflow.

04 Is this MCP good for reporting on multiple business locations?

It's great for that. You can use Birdeye to list all managed business locations and pull review summaries specific to any single site, making regional comparisons easy.

05 Does the Birdeye MCP help me automate customer follow-ups?







Yes, it automates the process. You can trigger a check-in for a known customer, which tells Birdeye to send out the automated review or survey request automatically.

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": { "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

INDEPENDENT PLATFORM DISCLAIMER

Vinkius is an independent platform and is not affiliated with, endorsed by, sponsored by, verified by, or otherwise authorized by Birdeye. All third-party trademarks, logos, and brand names are the property of their respective owners. Their use in this document is strictly for informational purposes to identify service compatibility and interoperability.

DOCUMENT INFORMATION

Generated	June 2026
MCP Server	Birdeye MCP
Server ID	019d755d-6a84-7118-a9d5-b3dd40f77548
Platform	Vinkius Cloud for AI Agents
Endpoint	https://edge.vinkius.com/{token}/mcp

LICENSE & USAGE

This document is generated automatically by the Vinkius PDF Engine. Content reflects the MCP server configuration at the time of generation and may change as updates are deployed. For the most current information, visit vinkius.com/mcp/birdeye.