

MCP SERVER

NO CODE

CLOUD HOSTED

BoldDesk MCP for AI Agents

Manage customer tickets, contacts, and agent records

BoldDesk connects your entire customer service operation to any AI agent. Manage ticket status, access full contact histories, and update support records using plain conversation. You can create new tickets or add private notes directly from the chat window, eliminating the need to jump between dashboards.

A+ Quality Score 100/100

support-tickets

customer-service

ticketing-automation

helpdesk

customer-communication



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.

BoldDesk MCP

10 tools available

Cloud-hosted on Vinkius

Managing a help desk shouldn't mean jumping between tabs and copying IDs. This MCP lets your AI agent handle complex support workflows through natural conversation. Instead of logging into BoldDesk to list tickets, you simply ask your agent for an overview of active issues or specific customer profiles. The system pulls the necessary data—whether it's retrieving a contact's full history or adding a private note to ticket 102—and presents it back immediately. This capability means agents can handle multi-step requests without ever leaving their current workflow tool. Because this MCP lives on Vinkius, you connect once and gain access to BoldDesk's functions alongside thousands of other services from our catalog.

Core Capabilities

01 — Get full ticket history

Retrieve all details for a specific support ticket, including public replies and internal private notes.

02 — Create new tickets quickly

Open an entirely new support ticket in BoldDesk using only the conversation prompt.

03 — Respond to customers or staff

Add public replies visible to the customer, or add private internal notes for team visibility.

04 — Manage contact data

Access and retrieve details about any individual user or customer in your directory.

05 — Monitor support staff activity

List all active agents and get specific profiles to track who is assigned to which tasks.

One Click on Vinkius — From Prompt to Execution

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

- 01 Subscribe to the BoldDesk MCP on Vinkius.
- 02 Enter your unique BoldDesk API Key and Domain into the connection settings.
- 03 Your AI client immediately gains access, letting you manage all support tasks via chat.

The bottom line is that after connecting it, your agent treats BoldDesk like a native function, allowing you to perform complex actions without any manual setup or coding.

Built For

This MCP solves the pain point of context switching. It's for anyone who spends too much time clicking through dashboards—from support leads needing immediate status updates to developers integrating ticketing into automated processes.

Support Lead

Uses this tool to quickly list all open tickets and check agent assignments across the team without manually searching the dashboard.

Customer Success Manager (CSM)

Retrieves customer profiles and entire ticket histories directly within their workflow tool, keeping context immediate during a call or meeting.

DevOps Engineer

Integrates support ticketing into automated business processes by using natural language to create new tickets or update records programmatically.

What Changes When You Connect

- 01 Stop clicking through dashboards. You can list all open support tickets using the `list_tickets` tool, getting an immediate overview without navigating to a specific dashboard view.

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- 02 Speed up issue tracking by creating new issues instantly. Need to file something? Use `create_ticket` and get it submitted with a single prompt.

 - 03 Improve team visibility. Instead of asking a colleague for status updates, use the AI agent to pull full details on any ticket using `get_ticket`, knowing exactly where the issue stands.

 - 04 Keep sensitive info internal. You can add private notes directly to a ticket using `add_ticket_note` so only your internal team sees it.

 - 05 Centralize people data. Easily look up customer records with `get_contact` or get details on specific staff members by calling `get_agent`.
-

Real-World Applications

A customer reports a service outage, but you need to check the account first.

You ask your agent: 'What is the history for user Jane Doe?' The agent uses `get_contact` and then drafts a reply based on that data. You don't have to switch apps; the whole process happens in conversation.

A developer needs to automate bug reporting.

The dev prompts: 'Create a new ticket for API timeout affecting user XYZ.' The agent calls `create_ticket`, logging the issue immediately without needing credentials or manual form filling.

A team member needs to update a ticket but doesn't know the ID.

The colleague asks: 'Can you find all billing inquiries and mark them as resolved?' The agent runs `list_tickets`, identifies the relevant IDs, and then uses `update_ticket` on your behalf.

Patterns to Avoid

Trying to update data without knowing the ID.

X AVOID

A user might try to tell their agent: 'Update ticket for billing issue.' The system rejects this because it needs a specific identifier, making manual searching mandatory.

✓ INSTEAD

First, ask the agent to list tickets with `list_tickets` or retrieve details using `get_ticket`. Once you have the correct ID (e.g., 105), then instruct the agent to perform the action like: 'Update ticket 105 status to Resolved.'

Asking for a list, but needing specific filters.

X AVOID

A user asks: 'Show me all tickets.' They get thousands of results and have to manually filter them by agent assignment or date range. The output is unusable noise.

✓ INSTEAD

Trying to communicate with the customer directly without context.

X AVOID

Writing a reply using only `reply_to_ticket` without mentioning who it's for, leading to confusion about whether the note was internal or public.

✓ INSTEAD

The Right Fit

Use this MCP if your support workflow requires multi-step actions, like 'Get Contact Details -> Check Ticket Status -> Add Private Note.' You need an agent that can maintain context and execute a sequence of operations. Don't use it if you only need to read static data; for simple read-only purposes, a basic API integration might be enough. If your primary need is complex writing or drafting responses based on external knowledge bases (like documentation), consider using specialized search retrieval tools instead.

Using BoldDesk MCP for AI Agents: Centralizing Support Ticketing Workflows

Right now, handling a single customer request is a painful process. You open the ticketing system, check if the contact exists in your CRM, pull up their last five tickets to understand the history, and then you have to switch to another tool just to leave an internal note for your engineering team. It's constant switching, copy-pasting IDs, and clicking through at least three different dashboards before you even start writing a reply.

With this MCP, all that manual choreography vanishes. You tell your agent what needs doing—for example, 'Check the contact history for ID 401 and add a note about the billing error.' The agent handles the sequence: it gets the contact data, finds the ticket, and drops the private note. You get the final result in one smooth conversation.

BoldDesk MCP for AI Agents: Improving Customer Communication Management

The hardest part of support communication is remembering who needs to know what, and when. You might solve the issue, but if you forget to log a private note or fail to update the ticket status correctly, the next agent in line gets stuck. That's manual data failure.

This MCP ensures continuity by managing both public replies and internal notes within your workflow. When you use it, every action—whether `reply_to_ticket` or `add_ticket_note`—is logged directly against the correct record. Your team always has a clean, accurate single source of truth.

BoldDesk: 10 Tools for Support Ticket & Contact Mgmt

Use these tools to list tickets, create new issues, retrieve contact profiles, or update records all through natural conversation.

#	TOOL	DESCRIPTION
01	<code>add_ticket_note</code>	Adds a confidential, internal note to an existing support ticket so the team knows about it.
02	<code>create_ticket</code>	Opens and submits an entirely new support ticket for a customer or user.
03	<code>get_agent</code>	Retrieves the detailed profile information for one specific support agent.
04	<code>get_contact</code>	Fetches all known details about a particular customer or contact record.
05	<code>get_ticket</code>	Pulls the complete, detailed status and history for one specific ticket ID.
06	<code>list_agents</code>	Gets a comprehensive list of all support agents currently set up in BoldDesk.
07	<code>list_contacts</code>	Retrieves a directory listing of every customer contact record available.
08	<code>list_tickets</code>	Lists the IDs and basic status of all support tickets currently in the system.
09	<code>reply_to_ticket</code>	Adds a public reply to a ticket, which the customer will see immediately.
10	<code>update_ticket</code>	Makes general changes or modifications to an existing support ticket record.

See It in Action

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

U What are all my open tickets and who is assigned to them?



Open Ticket Summary

- **Ticket ID: 102** | Subject: Login Issue | Status: Open | Assigned To: Sarah M.
- **Ticket ID: 105** | Subject: Billing Inquiry | Status: Needs Review | Assigned To: John D.
- **Ticket ID: 119** | Subject: API Timeout | Status: New | Assigned To: Unassigned

Please follow up with Sarah on the login issue.

U I need to create a new ticket for user `chris@example.com` regarding payment failure.



Success! A new support ticket has been created.

- **Ticket ID:** 120
- **Subject:** Payment Failure - Urgent
- **Status:** New
- **Assigned To:** Unassigned

Chris will receive a confirmation email shortly. Let me know if you need to add any initial internal notes.

U Get the contact details for user 503 and tell me their last ticket status.



Contact Details: John Smith

- **Email:** john@corp.com
- **Phone:** (555) 123-4567
- **Account Status:** Active

His most recent ticket, ID 105, is currently in **Needs Review** status and was last updated 4 hours ago.

Frequently Asked Questions

01 Can the BoldDesk MCP help me keep track of all my active support tickets?

Yes. You can ask your agent to list all open tickets and get immediate details, including who they are assigned to and what their current status is.

02 How do I use the BoldDesk MCP for AI Agents if a customer asks me something complex?

You can have your agent pull the necessary contact history or ticket details first. This gives you all the context you need to draft an accurate, informed reply without switching applications.

03 Does this MCP let me update tickets from outside of BoldDesk?

Absolutely. You can use your agent to modify existing records, like marking a ticket as resolved or adding internal notes for the team that will take over next.

04 What if I need to create a new issue but don't have an ID?

You just tell the agent who needs help and what the problem is. The MCP handles creating the ticket, assigning it, and submitting all the necessary information for you.

05 Can I see a list of my team members or support agents using BoldDesk?

Yes, the agent can pull a comprehensive list of your support staff and even grab individual profiles to help you monitor team activity assignments.

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 `"bolddesk": { "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

BoldDesk 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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