

MCP SERVER

NO CODE

CLOUD HOSTED

Chattermill MCP for AI Agents

Measure Customer Sentiment and Track Feedback Themes Across Channels

Chattermill MCP lets your AI agent pull customer feedback, sentiment scores, and calculated metrics from dozens of sources—all in one place. Stop juggling dashboards; track themes, monitor NPS, and instantly understand what customers are actually saying across Zendesk, App Store, and more.

F Quality Score 11.43/100

sentiment-analysis

nps

csat

feedback-loop

customer-experience

data-unification



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.

Chattermill MCP

11 tools available
Cloud-hosted on Vinkius

This connector gives your AI client full control over your customer experience (CX) intelligence without forcing you to open a dashboard. You can connect the entire history of feedback—from support tickets to app reviews—and treat it like one unified data stream.

It goes beyond simple retrieval. Your agent analyzes the text for recurring topics, automatically grouping issues into actionable themes and categories. Need to know if things are getting better or worse? It calculates core metrics like NPS and CSAT on demand, allowing you to query them in plain conversation. If your current workflow involves manually cross-referencing data from Zendesk, Typeform, and App Store reviews just to get a mood report, this changes that. You're not limited to the tools inside one application; by connecting through Vinkius, you give your agent access to thousands of MCPs across industries. Just ask for the metrics or themes, and your AI client handles the complex data aggregation.

Core Capabilities

01 — List all configured feedback projects

You can identify every distinct customer feedback project set up in your Chattermill account.

03 — Retrieve detailed theme analysis

You can browse AI-generated themes and categories to pinpoint recurring customer issues based on the text content.

02 — Fetch calculated sentiment metrics (NPS, CSAT, volume)

The agent retrieves specific performance scores, such as Net Promoter Score or average satisfaction ratings, for a given time period and project.

04 — List available data sources and types

The agent shows you all connected data feeds, like Zendesk or App Store, so you know exactly what feedback is being analyzed.

05 — Get details on a single comment response

You retrieve all metadata for one piece of feedback, including the score and which themes were applied by the system.

06 — Submit new customer feedback entries

Your agent can send fresh feedback responses directly into a Chattermill project for immediate analysis.

One Click on Vinkius — From Prompt to Execution

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

- 01** First, subscribe to this MCP and enter your unique Chattermill API Key from the dashboard.
- 02** Next, tell your AI client which customer feedback projects you want to analyze by listing them first.
- 03** Finally, ask your agent for specific insights—like 'What was our NPS last month?' or 'List all themes related to login issues'—to get the data back.

The bottom line is that instead of navigating multiple dashboards, you talk directly to your customer intelligence and get actionable metrics in return.

Built For

This MCP is for anyone drowning in siloed data. It's the CX Manager who spends hours manually compiling reports from Zendesk and App Store reviews, or the Product Manager who needs to prove a feature's priority using real theme volume without opening any dashboard.

CX Manager

You use this MCP to monitor sentiment trends across all channels and drill into specific customer comments using natural language queries.

Product Manager

You identify recurring feature themes by asking the agent about thematic volumes, allowing you to prioritize your roadmap without opening the main dashboard.

Insights Analyst

You quickly pull calculated metrics like NPS and CSAT for executive reporting straight from the chat interface when a meeting pops up unexpectedly.

What Changes When You Connect

- 01** Stop manually calculating metrics. Use `get_chattermill_metric` to retrieve live NPS, CSAT, or net sentiment scores instantly.

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- 02 Pinpoint exact product issues by asking for themes: `list_feedback_themes` shows you what customers are complaining about right now.

 - 03 Never lose context again. Get full details on a single comment response using `get_response_details`—you see the score, source, and themes all at once.

 - 04 Understand your data scope immediately. Use `list_feedback_sources` to verify if Zendesk or App Store data is actually feeding into your analysis.

 - 05 Run deep analyses without clicking tabs. `List_custom_segments` lets you create complex filter groups for cohort comparisons directly through conversation.
-

Real-World Applications

The Quarterly Review Prep

A CX Manager needs to prepare a board presentation on customer mood. They ask the agent to fetch metrics, then list custom segments for 'Premium Users' who opened tickets last month. The agent compiles the NPS and sentiment volume by segment in minutes.

Auditing Data Integrity

An Operations Team member suspects a data source is broken. They use `list_feedback_sources` to check connectivity and then run `list_data_types` to verify that all expected classifications are active.

Prioritizing Next Sprint Features

A Product Manager wants to know what feature is causing the most pain. They ask the agent to list feedback themes and filter for 'negative' sentiment within the last 30 days, instantly identifying the top three technical issues.

Real-Time Support Issue Triage

A support agent receives a critical piece of feedback via Typeform. Instead of filing it manually, they use `submit_feedback_response` right through the chat interface for immediate thematic analysis.

Patterns to Avoid

Asking for raw data dumps

X AVOID

A user asks their agent to 'give me all feedback responses from last year.' The response is a massive, unusable list of text without context or scores.

✓ INSTEAD

Instead, use `list_feedback_responses` with specific date filters and follow up by asking for the sentiment volume on those results. This focuses the output immediately.

Mixing projects/sources

X AVOID

The user asks for 'my overall NPS' without specifying which project or data source to look at, resulting in an error or a generic, useless number.

✓ INSTEAD

Always start by using `list_chattermill_projects` first. Then specify the exact project name when asking `get_chattermill_metric`, ensuring accuracy.

Ignoring data structure

X AVOID

A user tries to filter by a topic they assume is available (e.g., 'login problems') but doesn't know the official category name.

✓ INSTEAD

First call `list_theme_categories` or `list_feedback_themes` to see the exact, machine-recognized theme names before asking for analysis.

The Right Fit

Use this MCP if your biggest pain point is aggregating customer feedback from multiple systems (Zendesk, App Store, etc.) and needing real-time metrics like NPS or CSAT. It excels at taking messy, unstructured text and turning it into quantifiable themes. Don't use it if you just need to read a list of tickets; the data needs to be processed first. If your only goal is basic record keeping, using a simple ticketing system connector is enough. But if you need analysis—if you need to know *why* customers are unhappy and categorize that reason programmatically—this MCP is essential because it gives your agent access to all those thematic tools.

Chattermill MCP for AI Agents: Unifying Customer Support Insights

Right now, figuring out customer sentiment means logging into Zendesk for support tickets, switching tabs to App Store reviews, and then opening Typeform for survey data. You spend half your day copy-pasting raw text chunks into a spreadsheet just to start counting mentions of 'slow' or 'buggy.'

With this MCP, you simply ask your agent: 'What is the volume of issues related to checkout?' It pulls that theme data across all linked sources—Zendesk, App Store, Typeform—and gives you a single, synthesized answer. You get actionable themes and metrics instantly.

Chattermill MCP for AI Agents: Tracking Product Feedback Themes

You currently rely on manual theme analysis or wait for the dashboard to run its nightly reports. This means if a major issue pops up mid-day, you're blind until someone manually runs the report.

Now, you ask your agent directly: 'What are the top 5 emerging themes?' It uses `list_feedback_themes` and `list_theme_categories` to provide immediate, real-time topic analysis. You don't wait for reports; you get intelligence as it happens.

Chattermill MCP: 11 Tools for Customer Feedback Analysis

Use these tools to list projects, retrieve metrics, identify themes, or submit new feedback data directly through your AI agent.

#	TOOL	DESCRIPTION
01	<code>submit_feedback_response</code>	Sends new customer feedback to a specific project, allowing you to tag it with a score or source type.
02	<code>get_chattermill_metric</code>	Retrieves calculated metrics like NPS, CSAT, net sentiment, or overall volume for a given time frame.
03	<code>get_chattermill_project</code>	Fetches specific details about a single customer feedback project by its unique ID.
04	<code>get_response_details</code>	Provides full information for one piece of feedback, including the comment text and all applied themes.
05	<code>list_theme_categories</code>	Lists high-level categories that group together related customer feedback topics for broad trend analysis.
06	<code>list_feedback_sources</code>	Returns a list of all data sources connected to the project, such as Zendesk or App Store, helping you understand your data scope.
07	<code>list_data_types</code>	Lists the specific types of classification used for responses, like NPS or review, aiding targeted filtering.
08	<code>list_chattermill_projects</code>	First, you use this to list every available feedback project key in your entire Chattermill account.
09	<code>list_feedback_responses</code>	Lists paginated customer responses for a specific project, allowing filtering by date range or source.
10	<code>list_custom_segments</code>	Retrieves user-defined groups of customers for deep cohort analysis and advanced filtering.
11	<code>list_feedback_themes</code>	Lists specific themes automatically generated by the system to classify recurring customer topics found in the feedback text.

See It in Action

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

U What was our average satisfaction score last month?



Project: Acme Corp | **Metric:** Average Score

PERIOD	METRIC TYPE	VALUE
Last 30 Days	Average Score	8.1/10
Previous Month	Average Score	7.5/10

Analysis: The score increased by 0.6 points last month, suggesting recent updates helped.

U Show me the biggest complaint themes from App Store reviews.



Top 3 Themes (App Store)

1. **'Login Issues'**: Volume: 45. Sentiment: Negative.
2. **'Slow Loading'**: Volume: 38. Sentiment: Mixed.
3. **'Billing Confusion'**: Volume: 22. Sentiment: Negative.

You can now filter by date or see details on a specific theme.

U What were the key issues for my mobile project?



We found 8 active themes across your 'Mobile App' project, grouped under three major categories:

- **Performance:** (e.g., Slow Loading, Crashes)
- **User Experience (UX):** (e.g., Navigation Issues, Confusing UI)
- **Billing/Payment:** (e.g., Invoice Errors, Subscription Confusion)

You can ask me to pull the volume for any of these categories.

Frequently Asked Questions

01 How do I get a unified view of customer feedback using Chattermill MCP?

You unify feedback by connecting your agent to this MCP. It pulls data from multiple sources like Zendesk and App Store, treating them as one continuous stream of insights rather than separate databases.

02 Can I track NPS scores using Chattermill MCP for AI Agents?

Yes, the agent retrieves calculated metrics, including Net Promoter Score (NPS) and CSAT. You can query these historical or current scores simply by asking a question.

03 What if I need to analyze themes that aren't already defined?

The MCP allows you to list existing themes, but it also lets your agent help categorize and find recurring topics in the raw text so you can prioritize features based on real pain points.

04 Is Chattermill MCP for AI Agents good for product managers?

It's excellent. Product Managers use it to identify patterns by asking for theme volumes, which helps them prioritize the roadmap using hard data instead of gut feeling.

05 Does this MCP connect only to one type of feedback source?







No. It is designed to unify feedback from dozens of channels—including support platforms and app stores—meaning your analysis covers your entire customer journey.

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>"chattermill": { "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

Chattermill 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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