

MCP SERVER

NO CODE

CLOUD HOSTED

# Chatwoot MCP for AI Agents

## Centralized Customer Support and Omni-Channel Messaging Management

Chatwoot lets your AI agent manage customer communications across every channel. Instead of jumping between social media dashboards, you get a single view to track conversations, review entire message histories, and reply instantly whether the customer messaged via WhatsApp, web widget, or Facebook. It's full control over your support pipeline directly from any AI client.

**F** Quality Score 3.6/100

omnichannel

helpdesk

customer-engagement

conversational-ai

ticket-management



# 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](https://cloud.vinkius.com) — connect your AI agent in under 60 seconds.

# Chatwoot MCP

8 tools available

Cloud-hosted on Vinkius

Your agent connects with Chatwoot so it can take full control of your customer service communications through natural conversation. You don't have to open a dozen different dashboards just to keep up with the flow of tickets; this MCP centralizes everything—from Web widget chats to WhatsApp messages and social media inquiries. It gives you visibility into every single interaction, allowing your agent to track which conversations are active or resolved, and even monitor all configured inboxes. Need context? Your agent can pull complete message histories for any customer conversation. You can also get details on specific contacts or check team availability by listing support agents. When using this MCP through Vinkius, you simply subscribe, enter your Chatwoot credentials, and start managing the entire support lifecycle without ever leaving your AI client.

---

## Core Capabilities

**01 – List all customer contacts**

Fetch a list of every contact in the account to understand who needs help.

**03 – List all active and resolved conversations**

Pull a comprehensive list of every ongoing or closed support conversation.

**05 – List all communication inboxes**

See which customer service channels are connected and actively receiving messages (e.g., Web, WhatsApp).

**07 – Send immediate replies**

Draft and send messages directly into an active customer chat, regardless of how it started.

**02 – Get specific contact information**

Retrieve detailed profile data for a single customer, including their full history with you.

**04 – Get detailed conversation context**

Retrieve specific information about a single chat session, like the associated channels or last activity date.

**06 – Retrieve full message history**

Access the entire transcript of a conversation to understand the full context before replying.

# One Click on Vinkius — From Prompt to Execution

Available at [vinkius.com/mcp/chatwoot](https://vinkius.com/mcp/chatwoot) — connect your AI agent in three steps.

- 01** First, subscribe to this MCP and provide your Chatwoot Access Token, Account ID, and Base URL.
- 02** Next, connect the MCP to any compatible AI client like Claude or Cursor. This gives your agent access to all support tools.
- 03** Finally, ask your agent to perform a task—for example, 'List all open chats from WhatsApp'—and it handles the rest.

The bottom line is that you plug in your credentials once and immediately gain full command over every customer interaction across all channels.

---

## Built For

This MCP is for support managers, customer success teams, and small business owners who spend too much time jumping between different communication dashboards. If you're tired of context switching just to answer a single question, this tool puts your entire support team into your agent.

### **Support Manager**

Monitoring overall team performance by listing all available support agents and reviewing conversation histories across multiple channels.

### **Customer Success Specialist**

Engaging with customers directly—retrieving contact profiles or sending messages—without ever having to open the main chat dashboard.

### **Small Business Owner**

Handling high volumes of customer inquiries across channels (like Facebook and Web) by quickly replying from a single interface within their agent.

## What Changes When You Connect

- 
- 01 Instead of manually switching between WhatsApp, Facebook, and web widgets, your agent handles all channels through one conversation view. This saves time and prevents context loss.

---

  - 02 Use the `get_chat_history` tool to instantly pull a full transcript for any chat, so your agent never replies without full customer context.

---

  - 03 The ability to run `list_support_agents` means you can monitor team availability in real-time, helping managers route tickets efficiently.

---

  - 04 You don't need to open the main dashboard; using tools like `get_contact_details` lets your agent pull critical customer profile information on demand.

---

  - 05 The `send_chat_message` tool allows for immediate replies across all channels, speeding up resolution time and keeping customers happy.
- 

---

## Real-World Applications

### A new user asks about a refund status

Problem: A customer messaged via WhatsApp but the agent doesn't know their history. Solution: The user asks the agent to check ``get_chat_history`` and ``get_contact_details``. The agent provides all previous interactions, allowing a quick, informed reply.

### Quickly responding to a client complaint

Problem: A customer complains via Facebook and needs immediate help. Solution: The user asks the agent to ``send_chat_message``. The agent drafts and sends a professional acknowledgment instantly, without manual intervention.

### The team needs an operational overview

Problem: A support manager needs to know if the web widget is receiving messages or if another channel is quiet. Solution: The user asks the agent to run ``list_chatwoot_inboxes``. The agent immediately reports which channels are active, guiding resource allocation.

### Onboarding a new representative

Problem: A manager needs to train staff on who is available. Solution: The user asks the agent to ``list_support_agents``. The agent provides an up-to-date roster of all team members and their current status.

---

## Patterns to Avoid

---

### Treating it like a ticketing system

#### ✗ AVOID

Assuming the MCP can only manage structured tickets or complex workflows. Trying to use it for advanced automation that requires multiple, sequential external systems.

#### ✓ INSTEAD

Keep your focus on conversation flow and contact data. Use ``get_conversation_details`` and ``list_woot_conversations`` to aggregate status information, but rely on your agent to execute the actions.

### Ignoring channel context

#### ✗ AVOID

Asking the agent a general question about 'customer support' without specifying where the conversation happened (e.g., Web vs. WhatsApp). This leads to ambiguous results.

#### ✓ INSTEAD

Always specify the source when asking for data. Use ``list_chatwoot_inboxes`` first, and then reference specific channels in your requests.

### Over-relying on contact listing

#### ✗ AVOID

Just calling ``list_chatwoot_contacts`` and stopping there. This gives a list of names but no context about why they were contacted or what their recent issues were.

#### ✓ INSTEAD

Always pair the initial contact list with ``get_contact_details``. That combination provides the necessary history to make an informed decision.

## The Right Fit

Use this MCP if your primary goal is unifying customer communication. You need your agent to handle messages arriving from disparate sources—WhatsApp, Web chats, etc.—as if they came through one single inbox. If you mainly manage interactions via a CRM or email system that doesn't use these popular chat channels, this isn't the right fit. Don't use it just because you want team visibility; focus on the *data* in the conversations first. Only when you need to read message history ( `get_chat_history` ) and send replies ( `send_chat_message` ) should you implement this.

---

## Chatwoot MCP for AI Agents: Managing Multi-Channel Customer Messaging

Today, handling customer support means clicking through a dozen different dashboards. You jump from the WhatsApp window to Facebook Messenger, then back to your web widget dashboard just to get one full picture of what the client needs. This constant context switching is exhausting and often leads to dropped balls or delayed replies.

With this MCP connected, that process vanishes. Your agent pulls all conversation data into a single stream. You tell it: 'What did they talk about?' It uses tools like `list_woot_conversations` and `get_chat_history` to give you one clear answer, instantly consolidating the entire customer journey.

---

## Chatwoot MCP for AI Agents: Contact Profile Management

Manually gathering contact background information is a huge time sink. You need to pull their name from one place, their account ID from another, and their last known issue from a third system—all before you can even start helping them.

Now, your agent handles it in two steps. It first uses `list_chatwoot_contacts` to find the right profile, then runs `get_contact_details`. You get all the data points you need for context, making every interaction feel personal and informed.

---

# Chatwoot: 8 Tools for Conversation and Contact Management

Use these tools to retrieve contacts, pull chat histories, check team availability, and send messages directly through your agent.

#	TOOL	DESCRIPTION
01	<code>get_contact_details</code>	Retrieves detailed information about one specific customer contact.
02	<code>get_conversation_details</code>	Fetches specific metadata for a single chat conversation instance.
03	<code>list_support_agents</code>	Lists all support staff members and checks their current availability status.
04	<code>list_chatwoot_contacts</code>	Retrieves a complete list of every customer contact record in the system.
05	<code>list_woot_conversations</code>	Gets an overview and list of all conversations currently housed in your account.
06	<code>list_chatwoot_inboxes</code>	Lists every communication channel inbox configured, like Web or WhatsApp.
07	<code>get_chat_history</code>	Pulls the complete message thread for a given conversation ID so you know what was discussed.
08	<code>send_chat_message</code>	Sends an immediate reply to a customer within an ongoing chat session.

# See It in Action

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

**U** What's the full chat history for John Doe who messaged from WhatsApp last week?



## Conversation Summary: ID 9012

- **Date:** Oct 24, 2026
- **Channels Involved:** WhatsApp, Web Widget
- **Key Issues:** Initial query about shipping delays. Followed up with a request for tracking number validation.
- **Last Message (Agent):** 'We see the delay; we've applied a 15% discount on your next order.'

**\*Action needed: Send a follow-up message confirming the coupon code delivery.**

**U** Can you list all active chats and tell me who I should talk to first?



## Active Conversations Report

CHAT ID	CUSTOMER NAME	CHANNEL	STATUS
1023	Sarah Smith	WhatsApp	Open (Urgent)
1024	Mike Miller	Web Widget	Open (Info)
1025	Jane Doe	Facebook	Resolved

*Recommendation: Start with Sarah Smith; the conversation has been open for 3 hours without a reply.*

**U** I need to send a quick apology message to John Doe in chat ID 9012.



#### Message Sent Successfully

- **Recipient:** John Doe
- **Channel:** WhatsApp
- **Content:** 'Apologies for the delay! We've manually processed your refund and it should show up within 3-5 business days.'
- **Status:** Delivered to customer.

---

## Frequently Asked Questions

---

### 01 How does Chatwoot MCP help me manage multiple support channels?

It centralizes everything. Instead of logging into separate apps for WhatsApp, Facebook, and your web widget, your agent sees all incoming messages in one place. You can reply to any channel without switching dashboards.

### 02 Can I use Chatwoot MCP if my customers only message me via email?

This particular MCP is built for chat and social channels (WhatsApp, Web, etc.). If your primary communication method is email, you might need a dedicated email integration tool instead.

### 03 What kind of information can I get about a customer using Chatwoot MCP?

You can pull comprehensive data. This includes their full contact profile details and the complete transcript (chat history) from every single time they've talked to you.

### 04 Does Chatwoot MCP help me with my support team scheduling?

Yes, it lets your agent list all available support agents. This is helpful for managers who need to know who is online and ready to handle a new ticket right now.

### 05 Is Chatwoot MCP just for reading messages or can I reply?

You can do both. You can read the full history using ``get_chat_history`` and, crucially, you can use your agent to send replies directly into active chats.

# Go Live in 60 Seconds

Get your connection token from [cloud.vinkius.com](https://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 `"chatwoot": { "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

# Chatwoot 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](https://vinkius.com) · [support@vinkius.com](mailto: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 Chatwoot. 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	Chatwoot MCP
Server ID	019d756d-ce3e-72c8-912d-87f7d8de8156
Platform	Vinkius Cloud for AI Agents
Endpoint	<a href="https://edge.vinkius.com/{token}/mcp">https://edge.vinkius.com/{token}/mcp</a>

### 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/chatwoot](https://vinkius.com/mcp/chatwoot).