

MCP SERVER

NO CODE

CLOUD HOSTED

# CloudTalk MCP for AI Agents

## Manage Call Logs and Contact Records in Real-Time

CloudTalk lets your AI agents automate core call center functions. It connects directly to phone system data, allowing you to manage contacts, track detailed call histories, and initiate calls programmatically for sales or support teams.

**F** Quality Score 3.11/100

call-center

telephony

call-logs

crm-integration

business-communication

analytics



# 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

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## 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

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## 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

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## 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.

# CloudTalk MCP

8 tools available

Cloud-hosted on Vinkius

This MCP gives your agent control over a modern cloud-based phone system, making it ideal for any high-volume sales or customer support operation. Instead of having agents manually log every interaction into multiple spreadsheets, the AI client pulls all that data automatically. It lets you search through extensive contact lists to find specific clients, update their records when they change jobs, and even initiate outbound calls directly from your workflow.

Need to audit performance? The agent can pull comprehensive call logs, filtering by time or agent name. For full visibility into your operation, the Vinkius catalog connects this entire system into one place, letting you access contact management alongside detailed analytics in a single conversational flow. You finally get an automated view of who called whom, when they spoke, and what the outcome was.

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## Core Capabilities

### 01 — Manage Customer Records

Create new client contacts or modify existing details like phone numbers and company names.

### 03 — List All Contacts

Pull a paginated list of contacts, allowing you to filter by phone number or email address.

### 05 — Access Call History

Retrieve a filtered list of completed, missed, or ringing calls for review.

### 02 — Retrieve Contact Details

Fetch specific, detailed information about any contact using their email or name.

### 04 — Initiate Phone Calls

Programmatically start an outgoing call between your agent's extension and any destination number.

### 06 — List Available Agents

Get a roster of active agents within the cloud phone system.

# One Click on Vinkius — From Prompt to Execution

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

- 01 You ask your agent to perform an action, like 'find all calls from last week' or 'create a new contact for Jane Doe.'
- 02 The AI client uses this MCP to call the relevant tool (like `list_calls` or `create_contact`), sending it only the necessary parameters.
- 03 The system executes the command against CloudTalk and returns structured data, which your agent then formats into a simple report for you.

The bottom line is that instead of navigating complex dashboards, your AI client runs these operations using natural language requests.

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## Built For

This MCP is essential for contact center managers and sales ops professionals who spend too much time manually compiling call reports or updating CRM records after a shift. If you're tired of switching between your phone system, your CRM, and your spreadsheet to piece together a client's history, this is for you.

### Customer Support Agent

Needs to quickly pull up a customer's entire interaction history—including calls and past contacts—before picking up the phone.

### Sales Operations Manager

Manages agent performance by running reports on call logs, filtering out successful sales calls from missed connections.

### CRM Administrator

Uses the tool to maintain data integrity, ensuring contacts are updated and deleted properly across all systems.

## What Changes When You Connect

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- 01 Stop manual data entry. Instead of copying call details into a separate sheet, let the agent pull accurate records using `list_calls` or `list_contacts`.

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  - 02 Improve customer experience by instantly fetching full client histories. Use `get_contact` to retrieve everything you need about a person in seconds.

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  - 03 Boost sales efficiency. Your agent can initiate calls directly via `make_call` when it's time for a follow-up, without needing manual dialer access.

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  - 04 Maintain clean data. Easily update or delete records using `update_contact` and `delete_contact`, keeping your CRM accurate for future use.

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  - 05 Audit performance quickly. Run reports on agent activity by listing all agents or reviewing the full call log history with `list_calls`.
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## Real-World Applications

### Auditing a Client's Interaction History

A manager needs to see if a client was recently contacted. They ask their agent, 'Show me all calls for Acme Corp.' The agent uses `list_calls` and `get_contact` to pull up the last three interactions, including dates and talk times.

### Following Up on an Old Account

A support specialist needs to check if the customer's email address has changed. They use `list_contacts` to search by old data, then use `get_contact` to retrieve the updated record and confirm the new details.

### Handling a New Lead's Data

A sales rep gets a lead via email. Instead of opening a browser tab, they ask their agent to 'create a new contact for this person.' The agent uses `create_contact`, logging the name and phone number instantly.

### Running Daily Performance Reports

At end-of-day wrap-up, a supervisor asks their agent to 'list all calls made today by Sarah M.' The agent uses `list_calls` to generate a summary of completed and missed connections.

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# Patterns to Avoid

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## Manually logging call outcomes

### ✗ AVOID

An agent finishes a call, then has to open the CRM, find the client, click 'Add Note,' and copy/paste details from their notes.

### ✓ INSTEAD

Let your agent use `list_calls` first to pull the raw data. Then, instruct it to summarize that activity using `get_contact` or `update_contact`.

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## Searching contacts across different systems

### ✗ AVOID

A user has to check their email system for a name, then open the CRM to see if they exist, and finally call the phone admin just to verify the number.

### ✓ INSTEAD

Ask your agent to use `list_contacts` or `get_contact`. It pulls all necessary contact data from CloudTalk in one step.

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## Forgetting to update a client's status

### ✗ AVOID

A prospect changes their company name, but the old record remains in the CRM because nobody remembers to manually change it.

### ✓ INSTEAD

Simply tell your agent: 'Update the contact for John Doe. His new company is Tech Solutions.' The agent uses `update_contact`.

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## The Right Fit

Use this MCP if your primary pain point involves integrating customer interaction data (calls, contacts) into a workflow without manual copy-pasting. If you need to initiate calls or manage records programmatically, this is the right fit. However, don't use it if your only goal is complex text summarization of documents; for that, a general document processing tool works better. Also, remember that while `list_contacts` lets you filter by email or phone number, if you need highly specific search criteria (like filtering by account tier), you might need a specialized CRM integration instead.

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## CloudTalk MCP: Automating Call Center Contact Management

Right now, your team wastes time clicking between the phone dashboard and the CRM. A simple client check requires logging into three separate systems just to confirm a person's current phone number or if their company changed.

With this MCP, you tell your agent what you need—for instance, 'I need the contact info for Acme Corp.' The agent uses `list_contacts` to search and `get_contact` to pull every detail in one go. You instantly have all the data without leaving your workflow.

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## CloudTalk MCP: Streamlining Call Log Retrieval

Manually reporting on call activity means exporting CSVs and then trying to match timestamps, agent names, and outcomes across different sheets. It's a headache.

Your agent pulls the raw data using `list_calls`. You get a clean, structured report showing who called whom, when they connected, and what the status was. Your operations manager gets actionable insights immediately.

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# 8 Tools for Contact & Call Log Management in Customer Support

Use this collection of tools to create, retrieve, update contact records, initiate calls, and pull detailed call history directly through your AI agent.

#	TOOL	DESCRIPTION
01	<code>create_contact</code>	Creates a new contact record in CloudTalk, requiring at least a name or email address.
02	<code>delete_contact</code>	Permanently removes a specified contact and all associated data from the system.
03	<code>get_contact</code>	Retrieves detailed information for one specific contact using their identifying details.
04	<code>list_agents</code>	Pulls a complete list of all active agents currently registered in CloudTalk.
05	<code>list_calls</code>	Generates a comprehensive log of calls, which can be filtered by the agent involved or call direction (inbound/outbound).
06	<code>list_contacts</code>	Retrieves a list of contacts, supporting pagination and filtering by email or phone number.
07	<code>make_call</code>	Initiates an outgoing phone call from the agent's extension to a specified destination number.
08	<code>update_contact</code>	Modifies existing contact records, allowing you to update any field using the known contact ID.

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# See It in Action

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

**U** What were the last five calls to support from California?



## Call Log Summary: Last 5 Calls (CA Region)

- **2026-06-12:** +1 (415) 555-9876 → Support Team. Status: Completed (Talk Time: 8m). Agent: Sarah M.
- **2026-06-12:** +1 (415) 555-1234 → Sales Team. Status: Missed. Ring attempts: 3.
- **2026-06-11:** +1 (415) 555-9876 → Support Team. Status: Completed (Talk Time: 3m). Agent: Tom B.

Total calls reviewed: 5.

**U** I need to add a new lead for 'Global Dynamics' with this email and phone number.



## New Contact Created Successfully!

- **Name:** Global Dynamics Inc.
- **Email:** contact@globaldynamics.com
- **Phone:** +1-202-555-8888
- **Status:** Active

A record was created and is now available for use in call logs.

**U** Can you check the full details on John Doe, specifically his total interactions?



#### Contact Profile: John Doe

- **Company:** Acme Corp.
- **Main Phone:** +1-555-0199
- **Agent Assigned:** Sarah M.
- **Total Interactions:** 12 (Last call was March 15, 2025).

He's a high-touch client; remember to check his last activity before calling.

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## Frequently Asked Questions

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### 01 How do I use the CloudTalk MCP to find customer contact info?

You can ask your agent to list or retrieve specific contacts using their name, email, or phone number. The tool pulls all necessary details from CloudTalk so you don't have to switch screens.

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### 02 Does the CloudTalk MCP help me track call center activity?

Yes, it gives you detailed access to calling logs. You can ask for filtered lists of calls, letting you review missed connections or total talk time over any given period.

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### 03 What if I need to update a client's phone number?

You simply tell your agent which contact needs fixing and what the new details are. The tool updates the record directly in CloudTalk, keeping your data current automatically.

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### 04 Can I make outbound calls using CloudTalk MCP?

Yes, you can instruct your agent to initiate a call from your extension to any number. This is great for follow-ups or quick check-ins without lifting a finger.

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### 05 Is the CloudTalk MCP better than just using my phone system's built-in report?

The MCP aggregates that data and makes it conversational. Instead of downloading and filtering a PDF, you get an immediate summary and structured action items right in your chat window.

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## 06 What kind of reports can I run with CloudTalk MCP?

You can generate comprehensive reports on agent performance by listing all calls, which gives metrics like talk time, status (completed/missed), and the associated agents.

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# 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 `"cloudtalk": { "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

# CloudTalk 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)

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