

MCP SERVER

NO CODE

CLOUD HOSTED

ConnectWise MCP for AI Agents

Manage IT support ticketing and client records in a single view.

ConnectWise manages your entire IT support workflow through conversational AI. This MCP lets your agent read client data, assign new service tickets, update existing cases, and log billable time—all within a single chat interface. It's designed for MSP teams who need to handle complex helpdesk operations without switching tabs.

A+ Quality Score 100/100

psa

it-service-management

ticketing

dispatch

service-desk

client-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 — connect your AI agent in under 60 seconds.

ConnectWise MCP

9 tools available

Cloud-hosted on Vinkius

Running an IT support business means constantly jumping between different systems: the ticketing platform, the client database, the billing software. Your agent shouldn't have to do that. This MCP connects your AI client directly into ConnectWise Manage, giving it immediate access to all the data and actions you need.

Instead of navigating complex menus, you just talk to your agent. You can ask it to find details about a specific company or pull up every open service ticket for a particular client. Need to start a new incident? Just tell it who needs help and what's wrong. The MCP handles the creation automatically. It also lets your team log their work, adding time entries and notes directly to tickets as they go.

It's about keeping the conversation going while getting deep into technical operations. Because Vinkius hosts this MCP in its catalog, you connect once from any compatible client—Claude, Cursor, Windsurf, or VS Code—and get access to everything your helpdesk needs.

Core Capabilities

01 — Manage service incidents

Search for existing support tickets by keywords or retrieve a full list of open cases.

02 — Create new support requests

Generate and submit brand-new service tickets in ConnectWise Manage instantly.

03 — Lookup client records

Retrieve detailed company information, including contact lists for specific clients.

04 — Audit work and billing

Log time spent on a case or update the status of an existing ticket in one command.

One Click on Vinkius — From Prompt to Execution

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

- 01** Attach this ConnectWise MCP tool to your preferred AI client interface.
- 02** Supply your designated Company ID, Public Key, and Private Key for secure authentication with the system.
- 03** Chat naturally with your agent. You instruct it to perform tasks like finding a client's billing history or updating notes on an open ticket.

The bottom line is, you direct your AI agent through conversation instead of clicking through multiple dashboards.

Built For

This MCP is built for Managed Service Providers (MSPs) and IT support teams. It's perfect for the Level 1/2 Technician who gets bogged down in menus, or the Service Delivery Manager who needs to audit ticket lifecycles fast.

Level 1 Support Technician

Triages incoming tickets and updates notes without having to switch out of their chat interface.

Service Delivery Manager

Checks Service Level Agreement (SLA) compliance across multiple ticket queues and monitors board status efficiently.

MSP Owner/Director

Pulls immediate reports on client accounts or checks the current state of major active incidents from a mobile chat window.

What Changes When You Connect

- 01** Instantly create new service tickets. Instead of navigating to the ticket creation screen, simply ask your agent to start a request using the `create_ticket` tool.

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- 02 Deeply audit client status. You can check billing details and active agreements for any company by running `get_company`, saving time previously spent cross-referencing spreadsheets.

 - 03 Track every case change. Use `list_service_tickets` or `search_tickets_by_summary` to quickly find all relevant cases across your client base, no matter the status.

 - 04 Keep accurate records of work done. When a task is complete, use time entry functionality to log billable hours and append internal notes directly to the ticket record.

 - 05 Identify necessary contacts fast. If you need to talk to someone specific at a client site, running `list_contacts` provides their details without leaving your workflow.
-

Real-World Applications

Auditing an account for a major client

The manager needs to prepare for an audit. They ask the agent to pull all active agreements and billing history for 'Globex Corporation'. The MCP runs `get_company` to instantly compile this financial data, ensuring nothing is missed.

Logging time after remote support

The technician just finished fixing a VPN issue. Instead of logging into the billing module, they tell the agent to log 1.5 hours against that ticket and close it out using the integrated time tracking.

Responding to a critical outage ticket

A Level 1 Tech gets an alert about a core switch failure. They ask the agent to find all open tickets for that client and immediately run `create_ticket` with preliminary details while they investigate.

Investigating a client's history

A Service Manager needs context on an old dispute. They ask the agent to run `list_sales_activities` for the account, gathering all past service and sales interactions in one view.

Patterns to Avoid

Switching between UIs

✗ AVOID

Opening ConnectWise, going to the Ticket Queue, opening the Client Profile page, then manually copying over details into a separate spreadsheet.

✓ INSTEAD

Use your agent to perform all three steps in one go. First, run ``list_companies`` to get the ID; next, use that ID with ``get_company`` for client details; finally, initiate ticket creation using ``create_ticket``, passing the required data automatically.

Missing context on a case

✗ AVOID

A tech picks up an old ticket but doesn't know who the main contact is or what agreements are in place for that client.

✓ INSTEAD

Before making changes, ask your agent to run ``get_company`` and then use ``list_contacts``. This pulls all necessary external details right into your chat history.

Forgetting to log time

✗ AVOID

The team member completes the fix but forgets or delays updating their hours in the billing system.

✓ INSTEAD

As soon as the task is done, tell your agent to enter a time entry. This logs the work and updates the ticket status immediately.

The Right Fit

Use this MCP if you need an AI agent to manage complex IT support workflows using ConnectWise data. You'll use it for triage, case creation, or client auditing. However, don't rely on it if your primary goal is advanced financial reporting (like generating annual statements). For pure finance work, you might need a dedicated accounting tool integration instead of just pulling raw agreements via `get_company`. If you only need to read ticket history and never act on it, a simple read-only data connector would suffice. But because this MCP lets you run time entries and create tickets, it's built for active operations.

ConnectWise MCP: Streamlining MSP Service Ticket Management

Right now, managing a single incident is a multi-step nightmare. You jump into the ticketing system to check statuses, then you open a separate client portal just to verify their contract details, and finally, you might have to switch to a time tracking sheet to log your work. This constant context switching slows down every tech.

With this MCP, all of that happens in one conversation. You tell the agent what needs doing—for example, 'Check ticket #14052 status and update the client contact info.' The AI executes the necessary checks and updates without you ever leaving your chat window. It turns hours of clicking into a single prompt.

ConnectWise MCP: Improving IT Client Data Retrieval

Finding basic client data today requires knowing the exact company ID and then manually checking multiple tabs for agreements, contacts, or billing records. This process is slow and prone to human error.

Now, you just ask your agent to pull that information. The MCP runs `get_company` instantly, giving you a structured breakdown of active agreements, key contacts, and status flags—all available in plain text for immediate action.

9 ConnectWise Tools for Service Ticket Management

These tools let you create, search, retrieve details on, and update records related to client accounts and service incidents within ConnectWise Manage.

#	TOOL	DESCRIPTION
01	<code>create_ticket</code>	Starts a new service ticket directly in ConnectWise Manage.
02	<code>get_company</code>	Retrieves detailed information, including contact details and territory status for a specific company.
03	<code>get_ticket</code>	Pulls the full summary, priority level, current status, and internal notes of one service ticket.
04	<code>list_sales_activities</code>	Retrieves a comprehensive list of sales and service activities for auditing purposes.
05	<code>list_companies</code>	Finds all available company identifiers needed when creating new tickets or retrieving client data.
06	<code>list_contacts</code>	Gets a list of individual external contacts associated with any given company.
07	<code>list_members</code>	Retrieves the names and details of internal staff members who work at your company.
08	<code>list_service_tickets</code>	Fetches a paginated list of service tickets, allowing you to check multiple cases at once.
09	<code>search_tickets_by_summary</code>	Quickly finds specific service tickets by searching keywords inside the ticket summary field.

See It in Action

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

U Find the top 3 critical tickets open right now on the Helpdesk board.



Critical Open Tickets Report

#14052: Core Switch Failure (Client: Initech) - Priority: Critical*

#14057: Ransomware Containment Active (Client: Massive Dynamic) - Priority: High*

#14099: CEO Email Offline (Client: Globex) - Priority: Medium*

Do you want me to retrieve the full internal notes for #14052?

U Log 2 hours on ticket #13988 and close it. I fixed the VPN tunnel.



✓ Time Entry Complete

Logged 2 hours against Ticket #13988. The internal notes read: 'Fixed the stable VPN tunnels after reconfiguring firewall rules.'

The ticket status has been updated from *In Progress* to **Closed**. You're all set.

U Need the billing details and active agreements for Globex Corp. for an audit.



Client Audit Summary: Globex Corporation

- **Active Agreements:** 2 (Managed IT Services, Cloud Backup SLA).
- **Overdue Invoices:** None detected.
- **Summary:** You can use this data to confirm service scope and financial standing instantly. Excellent for audit prep.

Frequently Asked Questions

01 How does ConnectWise MCP help with daily ticket triage?

It lets your AI agent look up all necessary client information and current ticket statuses without you ever leaving the chat window. This means faster diagnosis and quicker assignments, saving time spent jumping between different company tools.

02 Can I use ConnectWise MCP to log my work hours?

Yes, absolutely. You can tell your agent exactly how many hours you worked on a case (e.g., 'Log 2 hours') and add internal notes directly to the ticket record. It keeps billing records accurate and up-to-date.

03 Does ConnectWise MCP handle client contact lists?

Yes, you can ask your agent to retrieve a list of individual contacts for any company. This is much faster than digging through old emails or navigating complex directory trees.

04 Is ConnectWise MCP useful for MSP owners? What reports can I pull?

You can use it to audit overall client profitability by pulling comprehensive lists of sales and service activities. You'll get an immediate high-level view without running complex queries.

05 What if I need to create a brand new ticket? Is ConnectWise MCP good for that?

Yes, you can instruct your agent to draft and submit a brand new service ticket immediately. You just provide the details—the client name and the problem description—and it handles the creation process.

06 Does ConnectWise MCP integrate with my existing helpdesk workflow?







It integrates by letting your AI agent act as an extension of your team. It reads ticket summaries, checks client records, and updates statuses using the data already in ConnectWise Manage.

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>"connectwise": { "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

ConnectWise 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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