

MCP SERVER

NO CODE

CLOUD HOSTED

Crisp MCP for AI Agents

Manage multi-channel customer support and visitor engagement in real time

Crisp connects your AI client to real-time visitor chat, support history, and customer profiles. Your agent can instantly list active conversations, pull full message histories for context, and even send follow-up messages directly through the platform.

A+ Quality Score 100/100

crisp

live-chat-api

omnichannel-support

messaging-automation

visitor-intelligence

conversation-tracking



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.

Crisp MCP

6 tools available

Cloud-hosted on Vinkius

This MCP gives your AI agent total control over multi-channel customer service and visitor engagement. Instead of manually checking separate chat dashboards or digging into ticket systems, your agent handles all communication threads—whether it's an active live chat or a historical email exchange. You can programmatically list support sessions to monitor status and even dispatch immediate messages when needed.

Your AI client accesses detailed visitor profiles, keeping a single source of truth about who is visiting and what they've done on your site. This means whether you're running complex marketing queries or just summarizing an urgent conversation, the context is always perfect. By connecting to Vinkius, you bring all that operational monitoring power directly into your workflow. Your AI agent acts like a dedicated support engineer, coordinating everything from initial visitor questions to final profile metadata retrieval.

Core Capabilities

01 — Check active conversations

List and monitor current chat or email support sessions in real time.

02 — Get conversation transcripts

Retrieve the complete, high-fidelity message history for any given support session.

03 — Message active chats

Send immediate text messages to ongoing conversations to coordinate assistance or follow up with customers.

04 — Fetch visitor details

Retrieve detailed profiles and records for specific website visitors.

05 — List all people/visitors

Get a comprehensive list of every person who has visited the website.

One Click on Vinkius — From Prompt to Execution

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

- 01** Subscribe to this MCP and retrieve your Plugin ID, Plugin Key, and Website ID from your Crisp dashboard.
- 02** Connect those credentials within your preferred AI client (Claude, Cursor, etc.).
- 03** Ask your agent to perform a task, like listing conversations or fetching visitor details. The agent uses the tool context to get you the answer.

The bottom line is, it turns complicated, siloed support data into simple, actionable information for your AI client.

Built For

This MCP is built for anyone whose job involves coordinating customer interactions across multiple channels. If you're tired of switching between a CRM, a chat window, and a ticketing system just to get the full story on one visitor, this is for you.

Customer Support Lead

Needs to monitor many open chats simultaneously and ensure agents have immediate access to conversation history without delay.

Marketing Automation Specialist

Uses visitor profiles to track engagement patterns, identify high-value leads, and automate personalized outreach based on site activity.

Customer Success Manager

Requires real-time visibility into a client's support journey, pulling up full transcripts and profile metadata instantly during calls or meetings.

What Changes When You Connect

- 01** Stop guessing what happened. By using the `get_messages` tool, your agent pulls complete message histories instantly, ensuring every response is accurate.

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- 02** Never miss a follow-up. You can programmatically send messages via the `send_message` tool to keep conversations moving forward without manual copy/pasting.

 - 03** Get context fast. The `get_visitor_profile` tool lets you pull specific metadata on any visitor right away, making your interactions highly personalized.

 - 04** See all open issues at once. Running `list_conversations` gives an immediate overview of every active chat and support session across the board.

 - 05** Know who's calling. Using the `list_visitors` tool provides a full roster of people who've interacted with the site, helping you track your lead pipeline.
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Real-World Applications

Responding to an urgent support query

A customer asks about their billing. Your agent first uses `list_conversations` to confirm it's open, then pulls the full history using `get_messages` to see past payment discussions before drafting a precise reply.

Analyzing support volume trends

A CX lead wants to report on current activity. The agent runs `list_conversations` to monitor real-time status counts and uses the data to give an instant operational summary.

Nurturing an inactive lead

A marketing manager needs to re-engage a key prospect. The agent uses `list_visitors` to find their profile, checks the history via `get_visitor_profile`, and then `sends_message` to send a tailored follow-up link.

Patterns to Avoid

Checking only the last message

X AVOID

An agent sees a visitor's latest question but assumes it relates to the topic from two hours ago, leading to an incorrect answer.

✓ INSTEAD

Always use `get_messages` or `get_conversation` first. This ensures you pull the full transcript and understand the entire context before replying.

Treating all visitors equally

X AVOID

An agent sends a generic welcome message to a high-value client because they didn't check their file.

✓ INSTEAD

Check the visitor's background using `get_visitor_profile`. This pulls specific metadata, allowing you to tailor your outreach exactly how it needs to be.

Forgetting about offline leads

X AVOID

The team only focuses on currently active chats and misses critical information from recent contacts.

✓ INSTEAD

Use `list_visitors` to get a complete roster of everyone who has been through the site, even if they aren't chatting right now.

The Right Fit

You should use this MCP if your core business process relies on knowing *who* talked to you, *what* they said, and *when*. Specifically, if you need to coordinate actions across multiple support channels (chat, email) using a single AI prompt, this is the tool. Don't use it if all you need is simple data retrieval from one source; for that, a dedicated database connector will work better. If your main goal is just scheduling or calendar management, ignore this MCP entirely and look at specialized productivity tools instead.

Crisp MCP: Centralizing Visitor Support Data

Today, supporting a visitor means jumping between tabs. You check the chat widget for live messages, then open the ticketing system to see if they filed an email, and finally switch to the CRM just to find their account ID. It's slow, messy, and you always feel like you're missing context.

With this MCP, your agent handles it all in one go. You simply ask for a visitor's status; the AI pulls everything—the live chat transcript, the email history, and the profile data—and gives you one clear summary. It's total operational visibility.

Crisp MCP: Automating Multi-Channel Messaging

The manual process of following up with a customer often involves copy/pasting the conversation details into a separate outreach tool, or logging back in to send a follow-up message.

Now, you just ask your agent to 'Send a reminder about X.' The MCP uses the `send_message` tool to dispatch that communication directly through the active chat session. You keep the customer journey contained and immediate.

Crisp: 6 Tools for Visitor Conversation Tracking

Analyze conversations, retrieve detailed profile information, list visitors, and send messages to manage customer support efficiently.

#	TOOL	DESCRIPTION
01	<code>get_conversation</code>	Retrieves the specific details for one active chat conversation.
02	<code>get_messages</code>	Lists every message sent within a designated conversation session.
03	<code>get_visitor_profile</code>	Pulls specific, detailed information about an individual visitor's account or profile.
04	<code>list_conversations</code>	Generates a list of all currently active website support chats and sessions.
05	<code>list_visitors</code>	Provides a comprehensive roster of all people who have visited the site.
06	<code>send_message</code>	Allows you to send an automated or manual message directly into an active chat thread.

See It in Action

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

U What's going on with John Doe? I need all his recent activity.



John Doe Profile Summary

- **Status:** VIP Lead (Tagged)
- **Last Visit:** 2 hours ago (Viewed Pricing Page)
- **Conversations Open:** Yes, one chat active.

Active Chat Details: Discussion about Premium Features. Key points: Needs integration with HubSpot. **Messages in Chat:** [10:35 AM] Visitor asked for cost breakdown. [10:42 AM] Agent sent link. Shall I send a follow-up asking if he reviewed the documentation? Yes.

U List all open support chats and tell me which one needs attention.



Open Conversation Dashboard

SESSION ID	TOPIC	STATUS	UNREAD COUNT
sess_123	Billing Inquiry	Open	5 messages
sess_456	Feature Request	Closed	0
sess_789	Welcome Chat	Open	1 unread message

Recommendation: Focus on `sess_789`. It's open and has one unread reply waiting for confirmation.

U I need to send a quick follow-up to the visitor from yesterday.



Sending message now... The automated follow-up was sent successfully to session `sess_123`.

Message Sent: 'Hi John, just checking in about those HubSpot integration details. Let me know if you have any questions!'

The visitor has been notified and the thread is updated.

Frequently Asked Questions

01 How can I use Crisp with my AI agent to manage customer support?

You let your AI client access all conversation history, active chats, and visitor profiles through this MCP. This means your agent won't rely on outdated information; it uses the full context of every message exchanged.

02 Does Crisp help me track who is visiting my website?

Yes. You can list all visitors and retrieve detailed profiles for specific people. This gives you a clear picture of their history, which is essential for marketing follow-ups.

03 Can I automatically send messages to chat clients using Crisp MCP?

Absolutely. Your agent can dispatch text messages into active sessions directly from the platform. This is perfect for automated reminders or coordinating immediate assistance without manual intervention.

04 I need a summary of all my current support chats; what should I do?

You simply ask your agent to list conversations. It pulls an instant overview, showing you which sessions are open and how many unread messages each one has.

05 Is Crisp the best way to get conversation transcripts for my AI workflow?







It's a powerful option because it gives your agent access to the complete message history for any chat session. This high-fidelity context is crucial for accurate responses and reporting.

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>"crisp": { "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

Crisp 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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