

MCP SERVER

NO CODE

CLOUD HOSTED

Custify MCP for AI Agents

Predicting Customer Churn Risk and Health Scores

Custify MCP connects your AI agent directly to customer success data. Monitor account health scores, predict churn risk, and manage all customer tasks and notes from one place. Your agent can list detailed customer profiles, review company-level metrics, and track open tasks using natural conversation.

A+ Quality Score 100/100

customer-success

churn-prediction

health-scores

b2b-saas

customer-retention

account-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.

Custify MCP

10 tools available

Cloud-hosted on Vinkius

This MCP lets you run customer success operations through conversation. Instead of jumping between dashboards to check account health or find old meeting notes, your AI client does it for you. You can ask about a specific customer's current risk level or pull up the list of all outstanding tasks assigned to their team. It pulls together company-level metrics and detailed profiles, letting your agent track everything from performance indicators to recent contacts. Because this MCP is hosted on Vinkius, you connect once using any compatible client—Claude, Cursor, Windsurf, or VS Code—and gain access to the entire catalog of enterprise tools.

Core Capabilities

01 — List all customers in Custify

Retrieves a list of every customer, providing core identifiers like name, email, and lifecycle stage.

02 — Get full profile and health metrics for a specific customer

Pulls a customer's complete record, including behavioral analytics data and current health scores.

03 — List open and completed customer success tasks

Shows all recorded tasks related to customer success, indicating status, priority, and assigned owner.

04 — List internal CRM notes for a specific customer

Retrieves the chronological history of private notes written about that account.

05 — Create a new customer profile in Custify

Registers a completely new client record, validating its ID and setting up the basic customer state.

One Click on Vinkius — From Prompt to Execution

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

- 01** Connect the Custify MCP to your AI client and authorize it with your API key.
- 02** Tell your agent exactly what you need, for example: 'Show me all customers whose health score is below 50.'
- 03** The MCP runs the necessary checks, pulling in metrics, tasks, and notes directly into a readable report.

The bottom line is, you get real-time customer success data delivered through simple conversation, skipping manual platform navigation entirely.

Built For

Customer Success Managers and Account Executives use this MCP to stop spending hours manually checking health scores or tracking down client notes. If your job requires knowing the status of accounts without logging into five different internal tools, you need this.

Customer Success Manager

Checks account health and churn risk across all assigned clients on the fly to proactively address issues.

Account Executive

Retrieves company metrics, historical notes, and key performance indicators right before a client review meeting.

Success Operations Analyst

Audits tasks and KPIs across multiple customer segments to ensure process compliance and identify bottlenecks.

What Changes When You Connect

- 01** Instead of manually running reports, you can ask your agent to 'List all customers with a health score below 50.' and get an immediate list of high-risk accounts.

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- 02** You don't have to toggle between tabs. Your agent uses the `list_customer_notes` tool to pull up recent internal CRM notes instantly when reviewing an account.
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- 03** The MCP lets your agent access company-level data using `get_company_details`, so you can manage B2B relationships with full context, not just surface metrics.
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- 04** When onboarding a new client, use the agent to run `create_customer_profile` and get the necessary ID validation immediately, ensuring clean data from day one.
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- 05** You save time by using `list_customers` or `search_customers_by_keyword` rather than navigating complex search filters across different account types.
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Real-World Applications

Identifying At-Risk Accounts Before Quarterly Reviews

The Account Executive needs to know which clients are struggling. They ask their agent, 'List all customers with a health score below 50.' The agent immediately returns the list and tells them if they need to schedule an intervention.

Preparing for a Client Meeting with Full Context

The CSM is preparing for a call. They ask the agent to pull up all relevant background info, which includes running `get_customer_details` and listing recent notes using `list_customer_notes`.

Auditing Team Tasks for Compliance

The Success Operations Analyst needs to check if teams are keeping up. They ask the agent, 'What open success tasks do we have?' The agent uses `list_customer_success_tasks` and flags any overdue items.

Onboarding New Partners into the CRM

The team is adding a new client. They instruct their agent to run `create_customer_profile`, which validates the ID, and then immediately use `get_company_details` to populate all relevant metrics.

Patterns to Avoid

Searching for single customer details

✗ AVOID

Trying to find one client's health score by clicking through multiple menus and filtering records manually.

✓ INSTEAD

Ask your agent to run ``get_customer_details`` directly. It pulls the full profile, including scores, instantly.

Missing account context

✗ AVOID

Reviewing a client without knowing their overall company metrics or association with other accounts.

✓ INSTEAD

Start by using ``list_companies`` to see all organizational data. Then use ``get_company_details`` for the specific metrics you need.

Assuming task status is visible

✗ AVOID

Checking on a project and only seeing who owns it, but not if the associated success task was completed or overdue.

✓ INSTEAD

Ask the agent to use ``list_customer_success_tasks``. It gives you the full status, priority, and owner details.

The Right Fit

Use this MCP if your workflow requires synthesizing disparate customer data—like linking a low health score to an overdue task or old notes—into one readable summary. You need automated oversight across multiple accounts; don't use it if you only ever need to read a single, static report.

Don't rely on Custify for complex billing calculations or deep technical infrastructure monitoring. It focuses purely on customer relationship health and success tasks. If your core job is pure data entry, stick to dedicated CRM tools. But if your job is *analysis* based on account activity, this MCP is essential.

Custify MCP for AI Agents: Streamlining Customer Health Monitoring

Today, checking a customer's health requires clicking through multiple tabs in Custify. You might pull up the main profile to check the score, then open another section to see recent notes, and finally jump over to tasks to see if there's an overdue item. This constant context switching kills productivity.

With this MCP, you simply ask your agent: 'What is Alpha Corp's current status?' The system runs `get_customer_details`, pulls in the health score, checks for open items via `list_customer_success_tasks`, and reviews recent activity notes—all in one response. You get a single source of truth without leaving your chat window.

Custify MCP for AI Agents: Mastering B2B Account Relationships

Managing large accounts means tracking metrics across different departments and people. You manually have to gather company IDs, check the associated team members using `list_people`, and then cross-reference that data with high-level performance indicators from `list_customer_kpis`.

This MCP handles that complexity for you. It lets your agent access organizational attributes via `get_company_details` and map those metrics directly to the contacts listed by `list_people`. You gain a complete, actionable view of who's involved and how healthy the overall business relationship is.

Custify MCP: 10 Tools for Customer Success Metrics

Use these tools to list customers, get detailed company metrics, manage tasks, and track notes across your entire client base.

#	TOOL	DESCRIPTION
01	<code>create_customer_profile</code>	Creates a new record in the system, assigning it a unique ID and validating its status as a customer.
02	<code>get_company_details</code>	Pulls detailed metrics and organizational attributes for any specified company.
03	<code>get_customer_details</code>	Retrieves a customer's complete profile, including behavioral analytics data and current health scores.
04	<code>list_companies</code>	Lists all companies tracked in Custify, providing domain information and association metrics.
05	<code>list_customers</code>	Generates a list of every customer in the system, including their ID, name, email, and lifecycle stage.
06	<code>list_customer_kpis</code>	Lists all key performance indicators defined for accounts, along with their specific metric definitions and thresholds.
07	<code>list_customer_notes</code>	Retrieves a chronological list of internal notes written about a customer account.
08	<code>list_people</code>	Lists all contacts associated with accounts, providing names and contact details for team members.
09	<code>list_customer_success_tasks</code>	Shows a list of tasks related to customer success that are either open or completed.
10	<code>search_customers_by_keyword</code>	Searches the database for customers using keywords found in their name or email address.

See It in Action

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

U List all accounts associated with 'Global Logistics' that have open tasks.



Account Health Report: Global Logistics

- **Health Score:** 78 (Stable)
- **Associated People:** Jane Doe, John Smith
- **Open Tasks Found:** 2
 1. Schedule Q3 Kickoff (Owner: JD, Due: Next Week)
 2. Review API Integration Docs (Owner: JS, Due: Overdue)

Please follow up with John on the integration review.

U Who are my top 5 customers and what is their churn risk?



Based on your portfolio list of clients, here are the top five by revenue potential:

CUSTOMER NAME	HEALTH SCORE	CHURN PROBABILITY
Apex Corp	91	<2%
MidWest Tech	65	18%
Beta Dynamics	42	35%
Quantum Solutions	88	5%
Stellar Group	70	12%

Beta Dynamics needs immediate attention.

U Search for all records mentioning 'support ticket #123' and list the notes.



Notes Found for Support Ticket #123

- **Source:** Internal CRM Notes (Date: 2026-06-10)
- **Author:** Mark R.
- **Content:** "Client reported issue on API endpoint `/v2/data` . Escalated to Engineering team. Monitoring closely."
- **Related Customer:** TechBridge Inc. (Health Score: 55)

Frequently Asked Questions

01 How can Custify MCP help me predict which clients are about to leave?

This MCP lets your agent monitor customer health scores and churn probability for every client. It identifies accounts that show a high risk of leaving before those issues become visible.

02 Do I need to know all the internal IDs to check account status with Custify MCP?

No. You can use natural language prompts like 'Show me clients in California' or search by email, and the MCP handles mapping those details to the correct records.

03 What kind of data can I pull about a company using Custify MCP?

You can retrieve deep organizational metrics for companies. This includes detailed settings, association metrics, and high-level performance indicators that help you understand their overall business health.

04 Can this tool manage my follow-up tasks across different accounts?

Yes. The MCP lists all open customer success tasks assigned to your team, letting you see the status and owner of every outstanding action item in one view.

05 Does Custify MCP integrate with other systems I use for notes?

The MCP pulls historical internal CRM notes directly from the platform. You get a consolidated record of past interactions, which is crucial context for client reviews.

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 `"custify": { "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

Custify 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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