

M C P S E R V E R

N O C O D E

C L O U D H O S T E D

Customer Health Score MCP

Turn usage data into actionable retention insights.

Customer Health Score MCP lets your AI client monitor the entire customer lifecycle. It pulls together usage frequency, feature adoption, support tickets, and payment history to build a clear picture of account stability. You can use it to spot churn risks before they happen or identify which customers are ready for an upsell.

churn-prediction

customer-health

retention

usage-analytics

nps



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.

Customer Health Score MCP

5 tools available

Cloud-hosted on Vinkius

You can stop guessing which accounts are at risk. This MCP gives your AI agent direct access to the metrics that actually matter for retention. Instead of digging through separate dashboards for usage, billing, and support, you can ask your AI client to aggregate everything into a single health profile.

It looks at how deeply customers use your product through adoption metrics and checks their financial stability via payment history. It also monitors sentiment by looking at support engagement and NPS trends. By comparing individual accounts against segment benchmarks, your agent can tell you if a customer is lagging behind their peers or if they are a prime candidate for expansion. It turns raw data into a predictable roadmap for your customer success efforts.

Core Capabilities

01 — Churn Prediction

Your agent identifies accounts showing signs of declining usage or sentiment.

02 — Expansion Identification

The AI finds customers with high health scores who are ready for upsells.

03 — Usage Monitoring

Your client tracks how features are being adopted across your user base.

04 — Financial Oversight

The tool monitors payment history to flag potential billing churn.

05 — Benchmarking

Your agent compares individual account performance against specific peer segments.

One Click on Vinkius — From Prompt to Execution

Available at vinkius.com/en/ai-agent-connect/customer-health-score — connect your AI agent in three steps.

- 01 Connect your preferred MCP client to Vinkius.
- 02 Select the Customer Health Score MCP from the catalog.
- 03 Your AI agent gains access to the health, usage, and financial tools.
- 04 Ask your agent questions about specific customers or segments to get instant answers.

Get your AI client working with your customer data in minutes.

Built For

This MCP is built for teams managing long term customer relationships and recurring revenue.

Customer Success Managers

They use the AI to prioritize which accounts need immediate outreach based on health scores.

Account Managers

They rely on expansion insights to identify timing for upsell conversations.

Revenue Operations

They use the financial health and benchmarking tools to monitor cohort stability.

What Changes When You Connect

- 01 Reduces churn by flagging declining engagement early.
- 02 Identifies upsell opportunities through high adoption signals.
- 03 Centralizes usage, sentiment, and billing data for your AI agent.

- 04 Provides peer comparisons to contextualize account performance.
-

Real-World Applications

Proactive Churn Prevention

Your agent flags a customer whose usage has dropped and sentiment is trending down.

Segment Analysis

You compare a new cohort's health against established benchmarks to see how they are performing.

Upsell Targeting

You ask your AI to find customers with high health scores and high feature adoption for expansion.

Support Friction Audit

You use sentiment analysis to find customers struggling with specific product features.

5 Tools Available

#	TOOL	DESCRIPTION
01	analyze_usage_and_adoption	This tool measures how deeply a customer has integrated your product into their daily workflow. It tracks feature adoption to see if they are getting real value.
02	assess_financial_health	This tool checks the stability of the relationship by looking at payment history. It helps identify billing issues that might signal future churn.
03	compare_to_segment_benchmarks	This tool compares a specific customer's metrics against their peer group. It shows you if an account is performing better or worse than similar users.
04	evaluate_sentiment_and_support	This tool assesses customer satisfaction and friction. It looks at support engagement and sentiment trends to find unhappy users.
05	get_customer_health_score	This tool pulls a complete health profile for a specific customer. It provides a high level overview of their current status.

See It in Action

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

U What is the current health status of customer CUST-123?



Customer CUST-123 has a health score of 85, which is considered Healthy. The churn risk is Low, and there is a High expansion opportunity.

U How is the feature adoption for customer CUST-456?



Customer CUST-456 has a feature adoption percentage of 78% and is currently in a High engagement status.

U Is customer CUST-789's sentiment improving?



The sentiment trend for CUST-789 is positive, with an NPS score of 45 and a decreasing volume of support tickets.

Frequently Asked Questions

01 What AI clients can I use with this MCP?

You can connect this MCP to any compatible client like Claude, Cursor, Windsurf, or VS Code.

02 Do I need to host the MCP myself?

No. Vinkius hosts and manages the MCP for you, so it is ready to use immediately after you connect.

03 How does the health score get calculated?

The score is generated by aggregating usage frequency, feature adoption, support engagement, NPS, and payment history.

04 Can I use this to find upsell opportunities?

Yes. You can use the tool to identify customers with high health scores and high feature adoption who are ready for expansion.

05 Does this work with my existing customer data?

This MCP is designed to pull from your customer lifecycle data to provide real time insights through your AI agent.

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>"customer-health-score": { "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

Customer Health Score 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 →

vinkius.com · support@vinkius.com

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DOCUMENT INFORMATION

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Platform	Vinkius Cloud for AI Agents
Endpoint	https://edge.vinkius.com/{token}/mcp

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