

MCP SERVER

NO CODE

CLOUD HOSTED

CustomerGauge MCP for AI Agents

Analyze customer sentiment and track revenue impact from NPS scores

CustomerGauge connects your AI agent directly to B2B experience data. Monitor Net Promoter Scores (NPS) across entire account portfolios, review detailed customer survey feedback, and tie that sentiment back to specific revenue impact figures for actionable insights.

A+ Quality Score 100/100

nps-tracking

experience-management

survey-analysis

b2b-feedback

revenue-impact

customer-insights



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.

CustomerGauge MCP

10 tools available

Cloud-hosted on Vinkius

Stop guessing about client health. CustomerGauge gives your AI client a direct line into the real story behind your B2B relationships. You can monitor everything from overall Net Promoter Scores (NPS) across an entire set of accounts, down to reading verbatim comments left by individual contacts. Need to know how poor service affects the bottom line? You can analyze revenue data tied directly to customer experience scores. By connecting this MCP through Vinkius, your agent handles all the heavy lifting—you just ask questions like 'Which account is at risk and why?' Your AI client pulls together profile history, recent feedback, and current NPS figures into one readable summary, letting you act immediately.

Core Capabilities

01 — Determine overall satisfaction scores

Get the Net Promoter Score (NPS) for an entire account portfolio or specific business units.

03 — List all managed accounts

Fetch a list of every business account tracked in CustomerGauge to scope your analysis.

05 — Identify revenue impact from experience issues

List monetary values associated with accounts to understand how customer satisfaction drives growth or loss.

02 — Gather detailed feedback on any survey response

Retrieve full details, including driver scores and verbatim comments, for a single customer survey submission.

04 — Track individual contact sentiment history

Pull detailed profiles and complete survey histories for specific people within an account.

06 — Search comments using keywords

Filter through thousands of survey responses, pulling out specific feedback entries that match a keyword like 'pricing' or 'login'.

One Click on Vinkius — From Prompt to Execution

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

- 01 Authorize your AI agent by connecting it to the CustomerGauge API key via Vinkius.
- 02 Tell your agent exactly what you need—for example, 'What is the NPS for Global Logistics and why?'
- 03 Your agent executes multiple calls (e.g., calling the account NPS tool, then listing contact profiles) and returns a single summary that answers the question.

The bottom line is you don't have to switch between five different dashboards; your AI client does all the cross-referencing for you.

Built For

This MCP is built for professionals who live by data and need a 360-degree view of customer health. It's perfect for Account Managers needing pre-meeting intelligence, Customer Success teams monitoring risk flags, or Experience Analysts building reports on revenue trends.

Account Manager

Need to check the current account NPS and any recent negative feedback before walking into a client meeting. This MCP gives you that score instantly.

Customer Success Lead

Must monitor survey responses across multiple accounts in real-time, quickly identifying which customers are showing signs of churn or dissatisfaction.

Experience Analyst

Responsible for building reports that connect subjective feelings (like sentiment) directly to hard metrics, such as lost revenue.

What Changes When You Connect

- 01 Know client health before every meeting. Use the `get_account_nps` tool to pull real-time satisfaction scores instantly.

- 02 Pinpoint risk factors fast. The MCP lets you use `list_survey_responses` and then cross-reference that data with contact profiles using `get_contact_profile`.
- 03 Quantify soft issues. By running the `list_revenue_impact_data` tool, you connect customer feelings directly to dollars lost or gained.
- 04 Streamline investigation. Use `search_responses_by_keyword` to instantly find every mention of 'billing' or 'setup' across thousands of comments.
- 05 Get a full picture. Instead of checking dozens of tabs, your agent pulls the overall health using `get_portfolio_nps_summary`.

Real-World Applications

Preparing for a high-stakes client review

An Account Manager needs to know if 'Acme Corp' is happy right now. They ask their agent, and the MCP runs `get_account_nps` alongside `list_account_contacts`, providing a summary of recent scores and contacts needing attention.

Building an executive report on CX ROI

An Experience Analyst needs data for a board meeting. The MCP uses `list_b2b_accounts` and pairs that with `list_revenue_impact_data` to show how specific experience gaps translate into measurable financial losses.

Investigating a drop in client engagement

A Customer Success team member notices account revenue dipping. They instruct the agent to use `get_response_details` on specific complaints, which then helps them identify recurring pain points mentioned by customers.

Handling general product feedback

Someone wants to know what customers are complaining about regarding pricing. They ask the agent to use `search_responses_by_keyword`, which pulls all relevant comments, allowing them to see the scope of the problem.

Patterns to Avoid

Manually compiling NPS scores

X AVOID

The analyst has to log into CustomerGauge, filter by account name, download CSVs for each client, and then use Excel formulas to calculate the average score.

✓ INSTEAD

Let your agent handle this. Use ``get_portfolio_nps_summary`` or ``get_account_nps`` directly through the MCP; it handles the aggregation logic instantly.

Missing context on feedback

X AVOID

A team member finds a bad comment but doesn't know who wrote it or what services they use, so the complaint gets lost in an email thread.

✓ INSTEAD

Use ``get_contact_profile`` to pull the full history and identity of the person who submitted feedback. You get context alongside the score.

Ignoring financial correlation

X AVOID

The team fixes a bug based on complaint volume, but doesn't know if that fix actually saved money or improved retention.

✓ INSTEAD

Always cross-reference feedback with revenue. Use ``list_revenue_impact_data`` alongside survey results to prove the business value of your improvements.

The Right Fit

Use this MCP if you need a single source of truth that connects customer sentiment (NPS, feedback) directly to account and revenue data. This is critical for CX teams who must justify spending on improving the user experience. However, don't use it if your primary goal is just collecting contact information; simpler CRM integrations will suffice. Also, remember this MCP focuses heavily on quantitative survey results and defined business units. If you need unstructured qualitative data that isn't linked to a specific account or score, you might need an alternative text analysis tool.

Analyzing CustomerGauge NPS Scores: Tracking B2B Experience Feedback

Today, tracking customer satisfaction is a nightmare of manual steps. You have to log into the platform, pull reports for Account A, switch tabs, download CSVs for Account B, and then manually cross-reference those scores with your internal sales figures. The data gets siloed in spreadsheets, making it nearly impossible to see the full picture.

With this MCP, you simply ask your agent: 'What is Acme Corp's NPS compared to their revenue quarter-over-quarter?' Your agent executes multiple calls—pulling the `get_account_nps` score and then linking that to financial data via `list_revenue_impact_data`—and delivers a single, coherent answer. You get immediate, cross-referenced insight.

CustomerGauge MCP: Identifying Account Risk and Opportunity

The biggest manual drain is investigating *why* someone scored low. Traditionally, you'd find the score, then have to manually search through old tickets or contact records to piece together the root cause—was it pricing? was it a bad onboarding experience?

This MCP changes that by letting your agent combine `list_survey_responses` with `get_contact_profile`. You can ask: 'Show me all low scores for contacts who complained about pricing.' Suddenly, you're not just looking at numbers; you're seeing the pattern and the people responsible.

CustomerGauge: 10 Tools for NPS & B2B Feedback Metrics

These tools let your agent fetch everything from overall portfolio NPS to detailed revenue figures linked to specific customer feedback entries.

#	TOOL	DESCRIPTION
01	<code>get_account_nps</code>	Retrieves the current Net Promoter Score (NPS) for a specific business account.
02	<code>get_business_unit_nps</code>	Gets NPS metrics for an entire, defined organizational unit or department within your client base.
03	<code>get_contact_profile</code>	Fetches a detailed profile and complete survey history for any individual contact associated with an account.
04	<code>get_portfolio_nps_summary</code>	Calculates an overall NPS summary across all accounts in your entire portfolio, giving a high-level health check.
05	<code>get_response_details</code>	Retrieves granular details for one specific survey response, including driver scores and text comments.
06	<code>list_b2b_accounts</code>	Returns a comprehensive list of all business accounts managed within the CustomerGauge system.
07	<code>list_account_contacts</code>	Lists all individual contacts linked to specified business accounts, helping you track who reported data.
08	<code>list_survey_responses</code>	Retrieves a list of every customer survey response submitted, including scores and timestamps.
09	<code>list_revenue_impact_data</code>	Lists revenue data associated with specific accounts to calculate the financial impact of poor experience.
10	<code>search_responses_by_keyword</code>	Searches through all survey comments and feedback entries, pulling out responses that match a given keyword.

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 average NPS across our top 5 accounts?



Portfolio Snapshot: Top 5 Accounts

ACCOUNT NAME	CURRENT NPS	LAST QUARTER CHANGE
TechCorp	+68	+3 points
Global Logistics	+45	0 points
MediHealth Inc.	-12	-5 points (Watch out)
Acme Corp	+72	+5 points
Stellar Group	N/A	Data Missing

The overall portfolio score is currently +49.

U Find all feedback mentioning 'billing' and who submitted it.



Searching for keyword: *billing...*

I found 7 responses mentioning billing issues. The most urgent one came from **Sarah K.** (MediHealth Inc.):

> "The new billing portal is confusing for our larger teams."

Details: Score: 2/10 | Date: Today | Related Account: MediHealth Inc.

U How has customer experience affected revenue in the last month?



Revenue Impact Analysis (Last 30 Days)

- **High Sentiment Accounts (+65 NPS):** Generated an estimated \$1.2M in revenue.
- **Neutral Sentiment Accounts (+30 NPS):** Generated \$850k in steady revenue.
- **Low Sentiment Accounts (-20 NPS):** Showed a measurable risk of \$450k loss or churn.

Frequently Asked Questions

01 How can I use CustomerGauge MCP to calculate my overall account health?

You can get an aggregate view of your client base's happiness using the portfolio summary tools. This helps you quickly spot which segments or accounts are performing well and where immediate attention is needed.

02 Does CustomerGauge MCP connect feedback to actual money loss?

Yes, it does. The MCP allows you to list revenue data alongside NPS scores, giving you a quantifiable link between poor customer experience and measurable financial risk or growth opportunity.

03 What if I need details on one specific complaint? Does CustomerGauge MCP support that?

Absolutely. You can pull granular information for any single survey response, including the original verbatim comment, specific scores, and when it was submitted. This gives you all the necessary context.

04 Can I find out who complained about a certain topic using CustomerGauge MCP?

Yes. You can search through comments by keywords (like 'pricing' or 'login') and then pull the full profile of the person who wrote it, so you know exactly who needs to hear from your team.

05 Does CustomerGauge MCP help me prioritize which accounts to call?







It helps dramatically. By combining recent NPS scores with historical contact data, you can immediately flag the accounts that are both valuable and showing signs of distress.

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>"customergauge": { "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

CustomerGauge 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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