

MCP SERVER

NO CODE

CLOUD HOSTED

Delighted MCP for AI Agents

Track Customer Satisfaction and NPS Metrics from Feedback Data

Delighted connects your AI agent directly to customer feedback and experience data. It lets you monitor real-time Net Promoter Score (NPS) metrics, analyze specific survey comments for themes, and track the historical satisfaction of individual customers.

A+ Quality Score 100/100

nps

customer-feedback

experience-management

sentiment-analysis

survey-responses

real-time-monitoring



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.

Delighted MCP

10 tools available

Cloud-hosted on Vinkius

Using this Delighted MCP integration, your AI client reads customer sentiment in natural language. You can get a clear picture of how satisfied your user base is without manually checking multiple dashboards. Your agent retrieves overall NPS metrics—promoters, passives, and detractors—and instantly lists the most recent comments across your platform.

Need to dig deeper? The MCP allows you to look at specific customers, pulling up their entire feedback history and associated metadata. You can also search through hundreds of comments using keywords or pull a list of people who have interacted with Delighted. This capability is huge for product managers who need to find all mentions of 'checkout flow' or 'pricing' across the entire dataset.

Connecting this MCP via Vinkius gives your AI client access to thousands of other services, keeping all your customer insights in one place. You use your agent to pull specific details about a survey response, review the full text, and even trigger new surveys for people directly through chat.

Core Capabilities

01 — Assess Overall Customer Sentiment

Instantly calculate and receive a breakdown of your Net Promoter Score (NPS) across promoters, passives, and detractors.

03 — Review Individual Customer History

Fetch the complete feedback record and metadata for any single person in your database, showing their full history with you.

05 — Identify Key Customer Segments

Generate targeted lists of high-value 'promoters' (NPS 9-10) or low-scoring 'detractors' (NPS 0-6).

02 — Analyze Comment Themes

Search through all available survey responses to find comments that contain specific keywords or phrases.

04 — Monitor New Feedback Streams

List the most recent survey responses that include a detailed text comment, keeping you updated on what customers are talking about right now.

One Click on Vinkius — From Prompt to Execution

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

- 01** Connect the Delighted MCP to your AI client and authorize it using your Delighted API Key.
- 02** Direct your agent with a request, such as 'What is our current NPS score?' or 'Find comments about billing.'
- 03** The MCP executes the necessary tool calls and returns structured data—like lists of detractor emails or the full text of a survey comment—directly to your AI client.

The bottom line is that your AI agent uses this connection to perform complex, multi-step customer research without you ever leaving your chat window.

Built For

Anyone whose job requires reading and acting on qualitative customer feedback. This MCP is essential for CX Leads who need real-time sentiment tracking or Product Managers who struggle to gather actionable themes from raw comment data.

Customer Experience (CX) Lead

Uses the Delighted MCP to pull comprehensive NPS metrics and filter customer lists, allowing them to quickly identify trends among promoters or detractors.

Product Manager

Asks the agent to search all available feedback comments for specific feature names or industry keywords, guiding product roadmaps with real user language.

Support Team Lead

Uses the Delighted MCP to check a customer's entire history before they call in, giving context to support agents and improving first-call resolution rates.

What Changes When You Connect

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- 01 Find out exactly who your best customers are. Using `list_top_promoters` , you instantly pull a list of high-scoring users who are ready to give a testimonial.

 - 02 Pinpoint pain points immediately. Instead of reading hundreds of comments, use `search_responses_by_comment` to find every mention of 'login bug' or 'billing confusion'.

 - 03 Understand the risk profile. If you need to know who is unhappy, running `list_recent_detectors` gives you a clean list of people needing immediate outreach.

 - 04 Build out your customer view. By using `get_person_feedback_history` , your agent pulls all historical scores and comments for one user in a single chat reply.

 - 05 Manage the feedback loop. Use `add_person_to_survey` to trigger targeted surveys directly through conversations, getting fresh data when you need it.
-

Real-World Applications

Post-Launch Feature Review

A product manager needs to know what users think of the new dashboard. They ask their agent to run ``search_responses_by_comment`` for 'dashboard' and 'metrics'. The agent returns a list of specific quotes, instantly highlighting positive feedback alongside critical usability concerns.

Support Escalation Context

A support rep is handling a complex ticket. They ask the agent to use ``get_person_feedback_history`` for the customer's email. The agent provides a summary of past scores and comments, allowing the rep to de-escalate based on historical context.

Identifying Testimonial Candidates

A marketing team wants to find advocates. They ask the AI agent to use ``list_top_promoters``. The resulting list gives them names and emails of happy customers who can be immediately contacted for a quote.

Tracking Survey Completion

The CX lead needs a list of everyone who has given feedback so far this quarter. They ask the agent to run ``list_feedback_contacts``, getting an updated roster and their last known survey status for follow-up.

Patterns to Avoid

Only looking at raw scores

X AVOID

Just asking, 'What is the average NPS?' without context. This gives a single number but tells you nothing about why people are scoring low or high.

✓ INSTEAD

Always use ``get_nps_metrics_summary`` to get the full breakdown—the counts for promoters, passives, and detractors. That detail shows exactly where your issues lie.

Ignoring text comments

X AVOID

Seeing a low score (e.g., 2/10) but never knowing **why** the user was unhappy. The score is useless without context.

✓ INSTEAD

Combine tools. First, use ``list_recent_detractors`` to find who scored low, and then immediately use ``get_response_details`` on their specific response to read their detailed comment.

Manual data aggregation

X AVOID

Downloading reports from Delighted, opening a spreadsheet, and manually counting themes or filtering by date range. This takes hours.

✓ INSTEAD

Let your agent search for you. Use ``search_responses_by_comment`` to find all instances of 'slow load time' across the entire history in seconds.

The Right Fit

Use this Delighted MCP if your primary workflow involves connecting customer sentiment data (NPS, comments) directly into an automated conversation. You need a single place to search feedback by keyword or pull comprehensive historical records for specific users. Don't use it if you only need simple reporting—for that, a dedicated analytics dashboard is fine. If your main goal is simply sending survey invitations without analysis, the `add_person_to_survey` tool covers that basics. But if you want to *analyze* what those surveys say, this MCP delivers.

Delighted MCP for AI Agents: Analyzing Customer Feedback Sentiment

Right now, figuring out customer sentiment is a nightmare. You're juggling dashboards, exporting CSVs, and manually reading through hundreds of support emails just to find common themes—did everyone complain about the checkout flow? Was there a sudden dip in satisfaction after the last update? It's slow, it's tedious, and you always miss something.

With this Delighted MCP, your agent handles that manual labor. Instead of reading through pages of comments, you just ask: 'Show me all feedback mentioning checkout.' The system instantly searches every response and hands you a curated list. You get immediate, actionable insight into what needs fixing.

Delighted MCP for AI Agents: Tracking NPS Metrics by Customer ID

Manually tracking one person's journey is almost impossible. You have to check their support tickets, then look at survey records in a separate tab, and try to piece together if they were happy before or after the service change.

The Delighted MCP fixes this by giving you `get_person_feedback_history`. Your agent pulls everything into one place—all scores, all comments, all metadata. You get a single source of truth for that customer's entire relationship with your product.

Delighted: 10 Tools for Analyzing Customer Sentiment and Feedback

Use these tools to assess overall NPS, search comments by keyword, get individual feedback histories, and identify key customer segments like promoters or detractors.

#	TOOL	DESCRIPTION
01	<code>add_person_to_survey</code>	Adds a new person to Delighted and automatically schedules an invitation for them to take the survey.
02	<code>get_nps_metrics_summary</code>	Retrieves a current summary of your Net Promoter Score (NPS), including counts for promoters, passives, and detractors.
03	<code>get_person_feedback_history</code>	Resolves the entire feedback record for one person, pulling their cumulative NPS contribution and all associated notes.
04	<code>get_recent_customer_comments</code>	Lists the most recent survey responses that contain a written text comment from a customer.
05	<code>get_response_details</code>	Gets full details for one specific survey response, including the channel and the exact body of the feedback comment.
06	<code>list_recent_detractors</code>	Generates a list of customers who gave low NPS scores (0-6) so you know exactly who needs follow-up.
07	<code>list_feedback_contacts</code>	Returns a complete list of people who have provided feedback or were sent surveys, including their email addresses.
08	<code>list_top_promoters</code>	Identifies and lists customers who gave high NPS scores (9-10), making them candidates for testimonials.
09	<code>list_survey_responses</code>	Lists all customer survey responses, providing metadata like the score, comment text, person ID, and date it was submitted.
10	<code>search_responses_by_comment</code>	Searches across all comments to find specific keywords or phrases used by customers in their feedback.

See It in Action

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

U What was the overall sentiment last week? Show me the breakdown.



NPS Snapshot: Last 7 Days

METRIC	COUNT
Promoters (9-10)	245
Passives (7-8)	62
Detractors (0-6)	18

Analysis: The detractor count spiked this week. I suggest checking comments related to 'billing'.

U Find me all the recent complaints about mobile performance.



I found 5 responses mentioning poor mobile performance in the last three days. Key phrases include:

- 'Crashes on iPhone X'
- 'Slow to load outside of Wi-Fi'
- 'Unresponsive interface when I travel'

Would you like me to pull the full text for these five responses?

U What was John Doe's feedback history?



Feedback History: John Doe (user@example.com)

- **Most Recent:** Score 10/10, Comment: 'Seamless experience!' (Date: Today)
- **Last Month:** Score 9/10, Comment: 'Love the new UI.'
- **3 Months Ago:** Score 6/10, Comment: 'Kept running into issues with syncing. Needs fixing.'

Frequently Asked Questions

01 How does the Delighted MCP help me track NPS scores?

It gives you a real-time summary of your Net Promoter Score, showing the exact number of promoters (happy customers), passives, and detractors. This immediate breakdown tells you where to focus your improvement efforts.

02 Can Delighted MCP find specific complaints in customer comments?

Yes. You can ask your AI agent to search all survey responses for keywords like 'checkout' or 'login bug'. It instantly pulls out every comment containing those terms, saving you hours of manual searching.

03 How do I find feedback history for a single customer?

You just ask your agent to look up the person by email. The Delighted MCP compiles all their past scores and comments into one readable summary, giving you full context on that individual's journey.

04 Is this better than just using the native Delighted dashboard?

It's faster because your agent handles the querying. Instead of navigating multiple screens in a dashboard, you ask one question and get an immediate, conversational answer with all the necessary data points.

05 What if I want to find people who were really happy?







You can specifically request a list of 'top promoters' (NPS 9-10). This gives you an immediate, targeted list of customers you could use for case studies or testimonials.

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>"delighted": { "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

Delighted 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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DOCUMENT INFORMATION

Generated	June 2026
MCP Server	Delighted MCP
Server ID	019d7583-bd74-72f6-a273-8f1b3ce15deb
Platform	Vinkius Cloud for AI Agents
Endpoint	https://edge.vinkius.com/{token}/mcp

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