MCP SERVER | NO CODE | CLOUD HOSTED

# Deskpro MCP for AI Agents

## Manage customer support tickets and user records in one place

Deskpro helps you run a full helpdesk operation through natural conversation. Use this MCP to manage tickets, access user profiles, and pull knowledge base articles—all without opening the Deskpro dashboard. Your AI client acts as your centralized operations coordinator for customer support.

A+ Quality Score 100/100

omnichannel-support | self-service-portal | sla-tracking | ticket-automation | help-center | customer-service

MAINTAINED BY VINKIUS CLOUD FOR AI AGENTS · JUNE 2026
vinkius.com/mcp/deskpro

SCAN TO VIEW

# 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.

**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.

**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.

**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 | Ed25519 | 24h TTL | V8 Isolate |
|---|---|---|---|
| Encryption at rest | PKI vault signatures | Ephemeral session keys | 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.

**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.

**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.

**06 — Honeytoken Trap System**

Phantom credentials are injected into isolated environments. If a honeytoken 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.

**Agent Activity**

Which AI clients are connecting, how often, and what they're doing — real-time session tracking.

**FinOps**

Cost tracking per tool, payload compression savings, budget optimization signals, and consumption trends.

**Tool Health**

Slowest and most error-prone tools, with actionable root-cause insights and performance baselines.

**Firewall & DLP**

PII redaction activity, sensitive data protection counters, and security event timeline.

**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.

# Deskpro MCP

12 tools available
Cloud-hosted on Vinkius

You can take control of complex customer support workflows by connecting your helpdesk directly to an AI agent. Instead of manually navigating multiple screens to find information or update records, you simply talk to your agent. It handles the heavy lifting: pulling user history from profiles, retrieving relevant articles from the knowledge base, and even opening new tickets when necessary.

This MCP makes your AI client function as a dedicated operations team member. You can ask it to summarize ticket histories across departments or check if an account has hit a specific service level agreement deadline. Because this connection is managed through Vinkius, you connect once from any compatible tool and instantly gain full visibility into every aspect of your customer relationship management (CRM) system.

## Core Capabilities

**01 — Manage the entire ticket lifecycle**

List all active and closed tickets, check their details, update properties, or even create a brand new support case.

**02 — Access customer identity records**

Pull full profiles for any end-user, view organizational memberships, or list the different groups an organization belongs to.

**03 — Retrieve knowledge articles instantly**

Search and retrieve specific content from your help center's article library, providing instant answers for self-service support.

**04 — Coordinate internal teams**

Get a list of available support agents or administrators to figure out who handles which type of issue.

**05 — Monitor system health and configuration**

Check the API connection status, view existing webhooks, or examine account metadata for reliable operations.

## One Click on Vinkius — From Prompt to Execution

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

01 Subscribe to this MCP on Vinkius.

02 Get your unique API Key and Instance URL from your Deskpro Admin Portal under Apps & Integrations.

03 Start asking your AI client questions like, 'List all high-priority tickets for the billing department,' or 'Find articles about password resets.' The agent uses those credentials to pull real-time data.

The bottom line is that you never have to leave your chat interface. Your AI handles the complex API calls and hands you clean, actionable data.

## Built For

This MCP is built for Ops Leads and Support Managers who are tired of jumping between the helpdesk dashboard, the CRM, and internal knowledge bases just to answer one customer question. If your job involves coordinating complex support workflows across different data points, this is for you.

**Support Manager**

You use it to summarize ticket histories and reassign high-priority cases using natural language commands without ever opening the main dashboard.

**Customer Success Team Lead**

You monitor user profiles and organization health in real time, allowing you to preemptively address issues before they become escalated tickets.

**Operations Engineer**

You automate knowledgebase access and verify system connectivity by having the AI check API status or list active webhooks through simple queries.

## What Changes When You Connect

01 Summarize ticket histories instantly. Instead of manually reviewing long threads, the agent reads through the full message transcript to give you a concise summary.

02 Maintain clear customer relationship records by pulling full profiles using get_user_profile, giving context on account status without leaving your chat window.

03 Reduce time spent finding information. Use list_kb_articles and get_article_content to surface relevant self-service guides immediately for agents.

04 Improve service reliability by checking system metadata. The check_api_health tool verifies API connectivity instantly, letting you know if the issue is internal or external.

05 Automate ticket workflow. You can create a new support case using create_new_helpdesk_ticket and immediately update its priority using update_ticket_properties.

# Real-World Applications

**A customer reports an outage, but the account status is unknown.**

The agent uses get_user_profile to confirm who reported the issue and list_user_organizations to understand their company structure. They can then use list_helpdesk_tickets to find related tickets, giving the user a comprehensive answer in seconds.

**A team needs to know which agents are available for a specialized service.**

Instead of calling internal directories, the agent runs list_helpdesk_agents. It instantly shows who specializes in billing or server issues, allowing the support lead to route the ticket correctly.

**A new issue pops up and needs documentation immediately.**

The agent uses list_kb_articles to search the help center by keyword. It then retrieves specific content using get_article_content, providing a drafted response based on official documentation.

**A ticket requires an immediate change in priority and ownership.**

The support manager uses list_helpdesk_tickets to locate the case. They then use update_ticket_properties to raise the severity level, ensuring it gets addressed immediately by the correct department.

# Patterns to Avoid

### Trying to write a ticket manually

✗ AVOID

Just composing an email that says 'Please open Ticket ABC' and copying over details. This requires multiple manual steps in different systems.

✓ INSTEAD

Instead, tell your agent to use create_new_helpdesk_ticket while providing the subject, user email, and message all at once. It handles the record creation automatically.

### Searching for information across silos

✗ AVOID

Opening the CRM for user data, then switching to a separate system just to find the ticket ID, creating friction.

✓ INSTEAD

Ask your agent to combine these actions. Request details using get_ticket_details and enrich that response with account context from get_user_profile in one go.

### Assuming knowledge articles are indexed by search

✗ AVOID

Asking a general question like 'How do I fix my login?' and hoping the system pulls the right guide. The answer might be incomplete.

✓ INSTEAD

Be specific and ask your agent to list_kb_articles first, then request the full content using get_article_content for the exact article ID you need.

## The Right Fit

Use this MCP if your primary pain point is coordinating support data across multiple sources: tickets, user profiles, and documentation. You should use it when you need to take action—like creating a ticket or updating its status—based on complex data retrieval. Don't use this if all you need is basic communication; for example, if you just want the agent to draft text based on an article, that's fine. However, if your goal is simply to manage system settings or webhooks without interacting with a user record, you may only need specific calls like list_configured_webhooks, and this MCP provides those tools anyway.

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## Deskpro MCP for AI Agents: Eliminating Manual Ticket Triage

Right now, triaging a single complex ticket involves copy-pasting data across at least three different locations. You check the user's profile in one tab, then pull up the ticket history in another, and finally cross-reference the relevant knowledge article—all while keeping track of which field needs updating.

With this MCP, you simply ask your AI client to 'Check Ticket 123 for billing issues.' The agent handles the whole sequence. It gets the full ticket details, pulls the user's organization status, and searches the help center in a single conversation. You get an immediate, complete summary without touching a dashboard.

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## Deskpro MCP for AI Agents: Centralizing Customer Account Visibility

Without this integration, understanding a customer means logging into three separate views. You see the contact info in one place, the service history in another, and the organizational structure somewhere else entirely.

Now, you can ask your agent to 'Show me everything about Acme Corp.' It pulls together user data using get_user_profile, maps out all associated organizations via list_user_organizations, and gives you a unified view. You're finally seeing the whole picture in one place.

# Deskpro: 12 Tools for Customer Support Management

Use these tools to interact with all aspects of your helpdesk system, from creating new tickets to retrieving deep account details.

| # | TOOL | DESCRIPTION |
|---|---|---|
| 01 | `check_api_health` | Verifies if your connection to Deskpro is currently working. |
| 02 | `create_new_helpdesk_ticket` | Opens a new support ticket, requiring you to provide a subject, the person's email, and an initial message. |
| 03 | `get_article_content` | Retrieves the full content and details for a specific knowledge base article. |
| 04 | `get_ticket_details` | Fetches all information about one specific support ticket, including its status and history. |
| 05 | `get_user_profile` | Pulls a complete record of an individual end-user account. |
| 06 | `list_helpdesk_agents` | Lists all internal support staff (agents) who work with the helpdesk. |
| 07 | `list_kb_articles` | Retrieves a list of available articles in your knowledge base so you know what topics are covered. |
| 08 | `list_user_organizations` | Lists all organizational memberships associated with an end-user account. |
| 09 | `list_helpdesk_tickets` | Provides a list of helpdesk tickets, allowing you to filter by status or department. |
| 10 | `list_helpdesk_users` | Retrieves a comprehensive list of all end-users in your system. |
| 11 | `list_configured_webhooks` | Lists the active webhooks set up for automated service operations. |
| 12 | `update_ticket_properties` | Modifies specific details or properties of an existing support ticket, like changing its priority. |

# See It in Action

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

**U** I need to see all open tickets for our enterprise clients that are stuck with no response.

**Ticket Summary: High-Risk Items**

• **ID 452:** Billing Inquiry (Priority: Medium). Last Update: 3 days ago. Status: Awaiting Internal Review.
• **ID 789:** Login Failure (Priority: High). Last Update: Today, 1 hour ago. Status: Awaiting User Response.

I recommend following up on ID 452; the last update was quite a while ago.

**U** What's wrong with user 'john.doe@company.com'? Need to know his account status.

**User Profile: John Doe**

• **Status:** Active/Premium Tier (since 2021).
• **Organization:** TechCorp Inc.
• **Memberships:** [Admin], [Billing Contact].
• **Last Activity:** Viewing the 'API Setup' guide (Knowledge Base ID: 987).

**U** List all support agents who handle payments or billing issues.

**Available Billing Specialists**

We found these team members listed as experts in financial services:
• Sarah K. (ID: 301) - Primary contact for invoices.
• Marcus D. (ID: 412) - Handles annual billing cycles.
• Emily R. (ID: 550) - Specialist in subscription plans.

# Frequently Asked Questions

01 **How does the Deskpro MCP help me track my customer support tickets?**

It lets you list and get details for all your tickets, allowing you to filter by status or department. You can also update properties like priority directly through conversation.

02 **Can I find out if a user is associated with multiple companies using the Deskpro MCP?**

Yes. You can list all organizations linked to a user account, giving you full context on their business relationships and status across different entities.

03 **Does the Deskpro MCP let me access help center documentation easily?**

Absolutely. It lets you list available articles and retrieve the full content of any knowledge base article instantly, making it easy to draft accurate responses for customers.

04 **How do I know if my support system is working correctly when using Deskpro MCP?**

The MCP includes a tool to check the API health status and list configured webhooks. This helps you confirm that all your connections are operational before starting complex tasks.

05 **Does this MCP help me manage my team's support assignments?**

You can retrieve directories of all available support agents and administrators. This is useful for coordinating complex issue routing or checking who has the right permissions.

# 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 `"deskpro": { "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

# Deskpro 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

| | |
|---|---|
| Generated | June 2026 |
| MCP Server | Deskpro MCP |
| Server ID | `019dd0de-d9be-73d0-a999-875e114ceb6e` |
| Platform | Vinkius Cloud for AI Agents |
| Endpoint | `https://edge.vinkius.com/{token}/mcp` |

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