

MCP SERVER

NO CODE

CLOUD HOSTED

# Drift MCP for AI Agents

## Manage Customer Chat Transcripts and Contact Profiles

Drift MCP gives your AI agent full access to conversational marketing data, allowing it to manage customer chat transcripts, track contact profiles, and monitor live agent status from a single command line. It makes real-time sales intelligence available directly in your workflow.

**A+** Quality Score 100/100

conversational-marketing

sales-engagement

live-chat

customer-conversations

lead-qualification



# 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

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## 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

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## 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

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## 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 — 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.

**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](https://cloud.vinkius.com) — connect your AI agent in under 60 seconds.

# Drift MCP

10 tools available

Cloud-hosted on Vinkius

This MCP connects your AI client directly into the Drift platform, giving your agent visibility into every conversation that happens on your site. You can ask it to pull up detailed transcripts for any customer interaction and get full contact profiles, including custom attributes and past behavior. It monitors which agents are currently available or away and helps you check if automated playbooks ran correctly. This means you stop switching between the chat tool, your CRM, and a dashboard just to answer a simple question about a lead. Instead, your agent handles all that context retrieval automatically. By using Vinkius as your central catalog, you connect this Drift MCP once and gain access to this specialized conversational intelligence alongside thousands of other services.

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## Core Capabilities

### 01 – Retrieve conversation transcripts

Your agent pulls up the full history and details for any customer chat interaction.

### 02 – Search and profile contacts

You can list all known contacts or search specifically by email to get their complete profile data, including attributes and past chats.

### 03 – Audit agent status

The agent provides a quick summary of who on your team is currently available to chat with customers.

### 04 – List automated playbooks

Your agent lists all configured conversational bots and tells you if they are active or paused.

# One Click on Vinkius — From Prompt to Execution

Available at [vinkius.com/mcp/drift](https://vinkius.com/mcp/drift) — connect your AI agent in three steps.

- 01** Connect the Drift MCP to your AI client via Vinkius. You'll authorize using a personal access token or OAuth credentials from your Drift account.
- 02** Once connected, your agent can use natural language to request specific data points—like 'Show me the transcripts for last week's visitors' or 'Who is online right now?'
- 03** The MCP executes the necessary API calls, gathers the conversation details and contact information, and returns it to your AI client as structured text.

The bottom line is that your agent handles all the data fetching from Drift so you don't have to click through any chat dashboards.

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## Built For

This MCP is built for sales operations teams, marketing managers, and customer success roles. If your job requires knowing the history behind a lead or understanding who can talk to them right now, you need this. It cuts out the manual context switching that kills productivity.

### **Sales Development Rep (SDR)**

Checking recent conversation transcripts and contact details on the fly when a prospect calls or sends an email.

### **Marketing Operations Manager**

Monitoring if specific automated playbooks ran correctly for new visitors, checking identification volumes, and auditing contact records.

### **Customer Success Manager**

Researching a customer's full interaction history and profile attributes instantly to solve support issues without asking them to repeat themselves.

## What Changes When You Connect

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- 01 Accessing full transcripts: Use `get_conversation_details` to pull entire chat histories instantly, eliminating the need to manually navigate through dozens of conversation threads.

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  - 02 Deep contact intelligence: With `get_contact_profile`, you don't just get a name; you retrieve custom attributes and interaction history for immediate context on any lead.

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  - 03 Real-time team visibility: Use `quick_agent_availability_audit` to know immediately which agents are available, directing incoming chats faster and more efficiently.

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  - 04 Broad contact listing: The `list_drift_contacts` tool lets you audit your entire database of identified leads without knowing their specific emails upfront.

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  - 05 Automated workflow oversight: Check playbook status via `list_drift_playbooks` to confirm that automated bots are running as expected for marketing campaigns.
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## Real-World Applications

### A prospect calls, but you need their history first

Instead of asking the prospect to repeat details, your agent uses ``search_contacts_by_email`` and then ``get_contact_profile``. It instantly provides you with a summary of their three previous conversations and their job title, letting you start the call informed.

### Need a summary of who can handle this lead now?

You ask your agent 'Who is free for chat?' The MCP uses ``quick_agent_availability_audit`` and ``list_drift_agents`` to give you an immediate, actionable list of available team members.

### The marketing team needs to audit bot performance

A manager uses ``list_drift_playbooks`` to see all active bots. They then use ``list_latest_customer_interactions`` to check which playbooks were triggered by the most recent visitor chats, confirming campaign health.

### A customer asks about a past interaction

Your agent takes the conversation ID and runs it through ``get_conversation_details``. It pulls up the full transcript for review, allowing you to answer specific questions about what was discussed weeks ago.

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## Patterns to Avoid

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### Treating chat data like simple CRM records

#### ✗ AVOID

Thinking that just listing contacts (``list_drift_contacts``) is enough. You see a name and an email, but you have zero context about *why* they are valuable or what they were discussing last week.

#### ✓ INSTEAD

Always follow up with ``get_contact_profile`` after listing contacts. This ensures your agent retrieves the full interaction history and custom attributes, giving you real context.

### Ignoring bot status during a campaign launch

#### ✗ AVOID

Launching a new marketing initiative and assuming it will work because the playbook exists. You never check its current activation state.

#### ✓ INSTEAD

Before relying on automation, run ``list_drift_playbooks``. This confirms the playbooks are configured *and* that their status is active.

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## The Right Fit

Use this MCP if your core workflow revolves around understanding live chat history and contact lifecycle. You need to know who talked to whom, when they talked, and what was said—that's the job of `get_conversation_details` and `get_contact_profile`. Don't use it if you only need general account ownership data or billing information; those are better handled by a dedicated accounting

MCP. You also shouldn't rely on this for deep backend system logging, but it excels at providing real-time conversational context.

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## Managing Drift Customer Conversations with the Drift MCP

Right now, checking a customer's background is a nightmare. You open your CRM for their profile, then switch to the chat platform to find the transcript, and then you have to copy-paste details into an internal document. It takes five clicks and three minutes just to get context.

With this MCP, your agent pulls all that data in one step. Instead of clicking through multiple tabs, you simply ask it to retrieve conversation details or pull up a contact profile. You get the full history—the transcript, attributes, and previous chats—right there in your chat window.

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## Drift MCP for Real-Time Agent Availability Status

Before this, if you needed to know who was free to take a call or chat, someone had to physically check the team dashboard. This meant delays and missed opportunities because nobody could tell you who was genuinely available.

Now, your agent uses quick audits to give an immediate summary of availability status. You instantly see how many agents are 'Available' versus 'Away', making dispatching leads fast and accurate.

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# Drift: 10 Tools for Contact & Conversation Operations

Use these tools to retrieve contact profiles, pull conversation transcripts, audit agent status, and manage automated playbooks.

| #  | TOOL   | DESCRIPTION  |
|----|--|--|
| 01 | <code>get_drift_platform_metadata</code>       | Retrieves general metadata about your current Drift account setup.                             |
| 02 | <code>get_contact_profile</code>               | Pulls all profile details and interaction history for a specific contact using their identity. |
| 03 | <code>get_conversation_details</code>          | Retrieves the full transcript and detailed information for one specific chat conversation.     |
| 04 | <code>quick_agent_availability_audit</code>    | Provides a high-level summary showing which agents are available right now.                    |
| 05 | <code>list_drift_contacts</code>               | Lists every contact that has been identified or synchronized in your Drift account.            |
| 06 | <code>list_drift_conversations</code>          | Fetches a list of all active and recent conversations happening in the platform.               |
| 07 | <code>list_drift_playbooks</code>              | Lists every conversational playbook (bot) configured for your use.                             |
| 08 | <code>list_latest_customer_interactions</code> | Identifies and lists the customer conversations that were most recently updated or active.     |
| 09 | <code>list_drift_agents</code>                 | Lists every user account and agent registered within your Drift organization.                  |
| 10 | <code>search_contacts_by_email</code>          | Searches for a contact record using only their email address.                                  |

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# See It in Action

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

**U** List all contacts from the last month who visited the pricing page.



## Contact List: Pricing Page Visitors

| NAME       | EMAIL         | STATUS     |
|------------|---------------|------------|
| John Doe   | john@corp.com | Identified |
| Jane Smith | jane@biz.net  | Known      |

*Note: Both contacts were last seen 1-3 days ago.*

**U** Give me the full chat transcript for visitor #452.



## Conversation Transcript (ID: 89D2B)

**[09:15 AM] Visitor:** Hi there, I need help with API integration.

**[09:17 AM] Agent Alice:** Can you tell me which language you're using?

**[09:30 AM] Visitor:** It's Python. We are running into authentication errors.

*This conversation was closed by the agent after resolution.*

**U** Who is available right now and what playbooks should I check?



## Agent Status Check

- Available: 3 (Alice Johnson, Bob Miller)
- Away: 2 (Kenji Tanaka, Sarah Lee)

### Active Playbooks:

1. Welcome Flow (Status:  Active)
2. Demo Request Bot (Status:  Active)

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# Frequently Asked Questions

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## 01 How does the Drift MCP help me find old conversations?

The Drift MCP lets your agent pull up full transcripts for any conversation, even if it happened weeks ago. You get all the detail—the text, who said what, and when—without having to navigate complex chat history dashboards.

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## 02 Can I use this MCP to track which leads are ready for sales?

Yes. By pulling a contact's full profile using the Drift MCP, you can review their attributes and interaction history. This gives your team the context they need to decide if it's time for a human follow-up.

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## 03 Is this better than just looking at my CRM?

It's different because it provides real-time chat intelligence. While a CRM tracks structured data, the Drift MCP delivers unstructured context—the actual conversation flow and transcripts that happened on the website.

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## 04 What if I need to know who is available for support right now?

You can run an audit using your agent. The MCP quickly checks the team's status, letting you instantly see which agents are online and ready to take new customer chats.

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## 05 Does this connect me to all my marketing bots?

Yes, it lists every configured conversational playbook (bot) in your account. This lets you audit the status of your automated funnels and know if they are running correctly for new visitors.







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# Go Live in 60 Seconds

Get your connection token from [cloud.vinkius.com](https://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  |
|---|---|
|  <b>Claude AI</b>  | Profile → Customize → Connectors → "+" → Add custom connector → Paste endpoint          |
|  <b>Cursor</b>     | Settings → Features → MCP Servers → "+ Add New MCP Server" → Type: SSE → Paste endpoint |
|  <b>VS Code</b>  | Ctrl/Cmd+Shift+P → "MCP: Add Server" → add <code>"drift": { "url": "..." }</code>       |
|  <b>Windsurf</b> | MCP Settings → <code>mcp_settings.json</code> → Add endpoint URL                        |
|  <b>ChatGPT</b>  | Settings → Tools & plugins → Add MCP server → Paste endpoint                            |
|  <b>Gemini</b>   | 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

# Drift 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](https://vinkius.com) · [support@vinkius.com](mailto:support@vinkius.com)

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