MCP SERVER | NO CODE | CLOUD HOSTED

Five9 MCP

Manage your entire contact center from chat.

Five9 MCP connects your AI client directly to your contact center operations. You can manage agent status, check real-time performance metrics, and handle active calls through natural conversation, instead of clicking dashboards. This lets supervisors quickly assess floor coverage, track campaign health, and even terminate stuck interactions without leaving their chat window.

A+ Quality Score 100/100

contact-center | call-routing | agent-monitoring | real-time-analytics | voice-automation | interaction-management

MAINTAINED BY VINKIUS CLOUD FOR AI AGENTS · JUNE 2026
vinkius.com/mcp/five9

SCAN TO VIEW

The infrastructure that powers AI agents in the real world.

Vinkius connects AI to the world's software through secure, enterprise-grade infrastructure — enabling real-world execution at scale, built on the Model Context Protocol (MCP).

Your AI Connections Run Through Vinkius Cloud

The world's largest managed MCP catalog

Vinkius is the cloud infrastructure where AI agents connect 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.

Five9 MCP

11 tools available
Cloud-hosted on Vinkius

This MCP connects any AI client to your Five9 contact center system. It puts the power of supervision right into your chat interface. Instead of logging into separate portals or clicking through complex dashboards just to get a status update, you talk to your agent and it pulls all the operational data. You can check which agents are logged in, see how many calls are waiting in the queue, or find out if a specific campaign is understaffed. The Vinkius Marketplace makes this connection simple: connect once from Claude, Cursor, or any compatible client, and you get full control over your center's operations through natural language commands. You can even force an agent to log off remotely if they've stepped away from their station.

Core Capabilities

01 — Check Agent Status

Instantly list all agents and retrieve detailed status reports for specific team members.

02 — View Performance Metrics

Pull high-level statistics on your contact center, including Average Handle Time or current Service Levels.

03 — Manage Calls and Interactions

List all currently active calls or digital interactions and force them to end when necessary.

04 — Update Agent Presence

Remotely change an agent's state, forcing them to READY, NOT_READY, or LOGOUT.

05 — Analyze Center Structure

See all configured campaigns, skills, and user groups used across your organization.

One Click on Vinkius — From Prompt to Execution

Available at **vinkius.com/mcp/five9** — connect your AI agent in three steps.

01 Subscribe to this MCP through the Vinkius Marketplace.

02 Input your Five9 Virtual Contact Center (VCC) Username and Password into the connection settings.

03 Start managing your contact center operations by asking your AI agent a question in Claude, Cursor, or any compatible client.

The bottom line is you get real-time operational visibility for your entire contact center through simple text prompts.

Built For

Supervisors and Operations Managers who are tired of juggling multiple dashboards and manually checking agent status across different systems. If getting a quick pulse check on the floor takes more than 30 seconds, you need this.

Contact Center Supervisor

Checks agent availability instantly and updates states—like forcing an agent to LOGOUT when they step away—without leaving their primary chat window.

Operations Manager

Gets a real-time overview of campaign performance and skill distribution using simple AI commands, helping them allocate resources across the board.

Support Lead

Monitors active support interactions and uses this MCP to adjust agent states quickly, ensuring service levels stay high during peak times.

What Changes When You Connect

01 Stop clicking through dashboards to check agent availability. Use `list_agent_states` to pull a full roster of every agent's status instantly, giving you immediate visibility across the floor.

02 Track performance without leaving your workflow. Ask for statistics using `get_statistics` and get key metrics like AHT or Service Level right in your chat response.

03 Handle emergencies faster than ever. If a call needs to end immediately, use `terminate_interaction` instead of manually logging into the console to force disconnection.

04 Maintain floor coverage effortlessly. You can remotely update an agent's status using `update_agent_state`, ensuring they are flagged as READY or LOGOUT without needing physical access.

05 Understand your structure at a glance. Quickly review all available resources by running `list_campaigns` and `list_skills` to understand the full scope of your center's capabilities.

Real-World Applications

Handling sudden staffing gaps

A supervisor notices a major campaign is failing. They ask their agent, 'What are the campaigns and skills that need immediate attention?' The AI responds by running `list_campaigns` and `list_skills`, allowing them to see the coverage gap immediately and decide where to pull staff from.

Managing an off-site team

An Ops Manager needs to check if three agents are available for a special event. They simply prompt, 'Give me the state of agent A, B, and C.' The MCP calls `get_agent_state` three times, confirming they are all READY before starting the shift.

Troubleshooting stuck calls

A customer reports a call dropped mid-conversation. Instead of waiting for tech support, the agent runs `list_active_interactions`, identifies the problematic call ID, and uses `terminate_interaction` to clean up the session immediately.

End of shift cleanup

A supervisor needs to clear out all agents' sessions at closing time. They prompt, 'Log everyone off.' The MCP executes a mass update using `update_agent_state`, changing every agent to LOGOUT and securing the system.

Patterns to Avoid

Treating it like a simple list tool

✗ AVOID

Just asking 'What agents are there?' when you actually need to know their current availability (READY, BUSY, etc.).

✓ INSTEAD

You must use `list_agent_states` or ask the agent for the operational status. Simply listing users doesn't tell you if they are currently available to take a call.

Relying on old dashboard data

✗ AVOID

Checking a printed report from the start of the day that might already be outdated or inaccurate.

✓ INSTEAD

Always use `get_statistics` for current metrics. This tool pulls real-time numbers directly from Five9, ensuring your decisions are based on what's happening *right now*.

Forgetting the scope of control

✗ AVOID

Asking the MCP to solve a deep technical routing problem or write new business logic.

✓ INSTEAD

This MCP manages states and data. Use `list_agent_groups` first to understand your structure, then use `update_agent_state` only for basic state changes.

The Right Fit

Use this if your primary pain point is managing operational status and real-time metrics across multiple dashboards. Specifically, if you frequently need to know 'who is available,' 'how many calls are waiting,' or 'what agent needs to be logged out.' This MCP handles the core mechanics of a contact center: monitoring, controlling states, and summarizing performance data. Don't use this if you need advanced call routing logic based on customer history (you'd need a specialized workflow automation tool) or if your goal is to write content for internal knowledge bases (a document management system is better). If all you want to do is read basic user directory information, then the `list_users` tool handles that fine. But for active control and performance oversight, this MCP is what you need.

The Old Way: Dashboard Overload

Right now, managing a contact center feels like running across five different computer screens. You have to jump into the dashboard for agent availability; switch over to another tool to check campaign performance; and then open a third system just to see how many calls are waiting in queue. You spend more time clicking tabs and copying numbers than you do actually helping your team.

With this MCP, all that information comes back to you in natural language. You simply ask the agent for the metrics you need, like Service Level or the current status of agents across different skills. You get a single, concise answer without ever leaving your chat window.

Five9 MCP: Control Agent States and Interactions

Previously, if an agent stepped away or needed to be manually pulled offline, you had to find that person's ID, navigate to the supervisory console, and click a button to change their status. If a call got stuck, it required logging into the interaction management panel just to end it.

Now, you tell your agent to update an agent's state or to list all active interactions. The system handles the complex calls via `update_agent_state` and `terminate_interaction`. It's immediate, auditable, and totally hands-free.

Five9 With 11 Tools

Use these tools to control agent status, retrieve performance statistics, list interactions, and manage your entire contact center directly through natural conversation.

#	TOOL	DESCRIPTION
01	`get_agent_state`	Fetches the specific operational status for a single designated agent.
02	`get_statistics`	Retrieves key metrics like Average Handle Time and Service Level across the whole contact center.
03	`list_active_interactions`	Lists all calls or digital interactions that are currently in progress.
04	`list_agent_groups`	Displays a list of all predefined agent groups within the system.
05	`list_agent_states`	Returns a comprehensive inventory of every agent and their current operational status.
06	`list_campaigns`	Shows all the configured marketing or service campaigns running through Five9.
07	`list_skills`	Lists every skill set defined in your contact center routing system.
08	`list_users`	Provides a directory listing of all users configured for the account.
09	`logout_session`	Ends and logs out the supervisor's current session with Five9.
10	`terminate_interaction`	Forces an immediate termination of a specific active call or interaction.
11	`update_agent_state`	Changes the state of an agent to READY, NOT_READY, or LOGOUT remotely.

See It in Action

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

U Show me the current state of all agents.

Fetching agent states... Currently, 12 agents are 'READY', 5 are 'NOT_READY', and 3 are on 'BREAK'. Would you like the specific details for any individual agent?

U Get real-time contact center statistics.

Retrieving statistics... Your organization has an Average Handle Time (AHT) of 4:30, Service Level is at 85%, and there are currently 15 calls waiting in the queue.

U Force agent 'agent_123' to 'LOGOUT' state.

Action successful! Agent 'agent_123' has been remotely transitioned to the 'LOGOUT' state. Their supervisor session has been updated.

Frequently Asked Questions

01 **How do I check agent status using Five9 MCP?**

To see the current state of everyone on the floor, ask your agent to run `list_agent_states`. This gives you a comprehensive overview of every user's operational status in real time.

02 **Can I use Five9 MCP to check campaign details?**

Yes. You can prompt the agent to list all available campaigns using `list_campaigns`, which shows you exactly what services are currently running through your center.

03 **How do I force an agent offline with Five9 MCP?**

You use the `update_agent_state` tool. Simply tell the agent to change a specific user's status to LOGOUT, and it handles the transition remotely.

04 **Does Five9 MCP only work for live calls?**

No. In addition to managing active interactions, you can use `list_active_interactions` to see every call that is currently in progress or waiting in the queue.

05 **What if I need to know how many users exist? Can Five9 MCP help?**

You can get a list of all defined personnel using `list_users`. This provides a directory overview, separate from the real-time operational status.

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 `"five9": { "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

Five9 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

INDEPENDENT PLATFORM DISCLAIMER

Vinkius is an independent platform and is not affiliated with, endorsed by, sponsored by, verified by, or otherwise authorized by Five9. All third-party trademarks, logos, and brand names are the property of their respective owners. Their use in this document is strictly for informational purposes to identify service compatibility and interoperability.

DOCUMENT INFORMATION

Generated	June 2026
MCP Server	Five9 MCP
Server ID	`019d759a-5d0f-7361-b0c0-0d5d80cccd60`
Platform	Vinkius Cloud for AI Agents
Endpoint	`https://edge.vinkius.com/{token}/mcp`

LICENSE & USAGE

This document is generated automatically by the Vinkius PDF Engine. Content reflects the MCP server configuration at the time of generation and may change as updates are deployed. For the most current information, visit vinkius.com/mcp/five9.