

MCP SERVER

NO CODE

CLOUD HOSTED

Freshcaller MCP

Get real-time data on calls, agents, and metrics.

Freshcaller connects your cloud phone system to any AI client. Use this MCP to automate contact center management by asking natural questions about calls and agents. You can track call logs, get performance metrics, list owned numbers, or retrieve recordings—all without opening a dashboard. It puts the entire operational data of your global phone setup right into conversation.

A+ Quality Score 100/100

cloud-telephony

call-tracking

contact-center

agent-management

call-recordings

performance-metrics



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.

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.

Freshcaller MCP

12 tools available

Cloud-hosted on Vinkius

Managing a cloud phone system used to mean clicking through endless dashboards just to find out basic information. This MCP changes that. By connecting Freshcaller to any AI client, you can handle complex contact center operations simply by talking to your agent. Need to know how many calls were missed last week? Just ask. Want the link to a specific customer service recording for training? You get it instantly. It's built on Vinkius, the #1 MCP Catalog, so once you connect, all your AI clients—Claude, Cursor, and others—can access this data through one place. Your agent can list all agents online, check team routing rules, or even find available phone numbers to expand your global reach. You get real-time operational oversight without ever leaving the chat window.

Core Capabilities

01 — Analyze call activity

List recent inbound and outbound calls and pull detailed information like duration and status.

02 — Manage team resources

View the current status of all agents, list configured teams, or check if a specific agent is online.

03 — Retrieve call recordings

Get direct, secure links to actual call recordings for quality assurance and staff training.

04 — Monitor service metrics

Access real-time account data showing overall call volumes and service level performance across the company.

05 — Inventory phone numbers

List all currently owned phone numbers or search for new, available local numbers to scale your operations.

One Click on Vinkius — From Prompt to Execution

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

- 01 Subscribe to this MCP through the Vinkius Marketplace.
- 02 Enter your Freshcaller Domain and API Key (you find these in your profile settings).
- 03 Start asking questions about your contact center data using Claude, Cursor, or any compatible AI client.

The bottom line is you talk to your agent, and it pulls the necessary call center data from Freshcaller directly.

Built For

This MCP is for Operations Managers, Support Leads, and Sales Directors. If you spend too much time clicking between dashboards—checking status here, pulling metrics there, and manually compiling reports in a spreadsheet—you need this.

Support Manager

Checks missed call counts or verifies agent availability instantly without navigating multiple dashboard tabs.

Customer Success Ops Lead

Gets a real-time overview of key call center metrics and retrieves specific recording links via simple natural language commands.

Sales Director

Tracks outbound call history and verifies the duration for lead engagement reports, keeping data collection fast during busy periods.

What Changes When You Connect

- 01 Instantly check operational statuses. Instead of manually navigating to the agent dashboard, you can ask your AI client for the current status of all team members or list specific agents using `list_agents`.

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- 02 Deep dive into call history without clicking through dozens of logs. You can use `list_calls` to get a summary of recent activity and immediately check details on any entry using `get_call_details`.

 - 03 Never lose context for training or disputes. When you need proof of what was said, simply ask the agent to fetch the recording link with `get_call_recording`.

 - 04 Scale your global presence without delay. You can use `list_buyable_numbers` to search and find available phone numbers immediately when a new market opens up.

 - 05 Understand performance at a glance. Pulling high-level call volumes and service level data using `list_account_metrics` lets you run reports faster than any manual spreadsheet compilation.
-

Real-World Applications

Investigating a missed opportunity

A Sales Director needs to know if their team followed up on leads from last week. They ask the agent to `list_calls` for the past seven days, check the status of specific agents using `get_agent_details`, and then retrieve any relevant recordings via `get_call_recording` to verify the conversation.

Scaling up to a new region

The Ops Lead needs to add service numbers in France. They ask the agent to run `list_buyable_numbers`, which provides immediate options, and then they use `list_my_numbers` to confirm what is already owned.

Quarterly performance review prep

A Support Manager needs metrics for a board presentation. Instead of logging into three separate dashboards, they ask the agent to run `list_account_metrics` and also use `list_export_jobs` to verify that historical data is ready for deep analysis.

Checking team readiness

A Team Coordinator needs to know if the Tier 2 support team can handle an unexpected surge in calls. They ask for `get_team_details` and then cross-reference that information with a list of active agents using `list_agents`.

Patterns to Avoid

Treating it like a simple chat bot

X AVOID

Asking the agent, 'Hey, what's up?' without specifying data. The AI client will respond with a generic error or fail because you haven't given it a specific task.

✓ INSTEAD

Always be direct and name the action. Instead of general questions, ask specifically to ``list_agents`` for status, or ask to check call metrics by invoking ``list_account_metrics``.

Assuming data is always visible

X AVOID

Asking for a recording link for 'yesterday's call' without providing the unique identifier. The agent cannot find it.

✓ INSTEAD

First, use ``list_calls`` to get a list of recent calls and identify the specific ID or date you need, then request the link using ``get_call_recording``.

Over-relying on manual dashboard work

X AVOID

Spending 30 minutes manually opening separate tabs to check agent status, team configuration, and overall call metrics.

✓ INSTEAD

Run a sequence of commands: first use ``list_agent_teams`` for the structure, then ``get_team_details`` for specifics, and finally ``list_account_metrics`` for the numbers. It's all conversational.

The Right Fit

Use this MCP if your primary bottleneck is accessing operational data from Freshcaller. If you need to know *who* was called, *how long* they talked, or *what* happened on the call (via recordings), this tool handles it. It's for monitoring and retrieval tasks—running reports, listing assets, checking status. Don't use it if you need to configure advanced workflows that modify system settings beyond data viewing; for example, setting up complex routing rules might require direct API calls or a dedicated workflow automation platform. If your goal is pure historical reporting (e.g., generating quarterly CSVs), running `list_export_jobs` and confirming the status of an export job is usually enough. You don't need this if you only want to manage user accounts separate from telephony data; use a dedicated directory service connector instead.

The Pain of Dashboard Fatigue

Right now, checking on your contact center performance feels like running an errand across three different buildings. You have to log into the main dashboard for call metrics, then open a second tab to check agent availability, and finally switch over again just to find the recording link for quality review. It's clicks, tabs, copy-pasting IDs, and context switching—the definition of wasted time.

With this MCP connected through Vinkius, all that manual clicking vanishes. You tell your AI client what you need—whether it's listing agent statuses or checking call volumes—and the system pulls the data directly into your conversation. You get immediate answers without leaving your chat window.

Freshcaller MCP: Instant Call and Agent Data

You no longer have to manually compile call histories or hunt down the right team lead's status. Instead of opening a log, you can simply ask your agent to `list_calls` for a summary, or use

The difference is immediate control and speed. You get accurate, comprehensive operational data instantly, turning hours of dashboard navigation into a few seconds of conversation.

`get_agent_details` to verify who is currently handling calls.

Freshcaller: 12 Tools for Contact Center Data

These tools give your AI client specific operations—from listing agents to checking call logs—allowing you to control your contact center data conversationally.

#	TOOL	DESCRIPTION
01	<code>get_call_details</code>	Retrieves specific metadata about a single phone call.
02	<code>get_export_status</code>	Checks the status of any data export job you initiated.
03	<code>get_call_recording</code>	Fetches a secure link to an archived phone call recording.
04	<code>get_team_details</code>	Retrieves metadata about a specific agent team configuration.
05	<code>get_agent_details</code>	Gets the status and details for an individual call center agent.
06	<code>list_buyable_numbers</code>	Searches and lists phone numbers that are currently available to purchase.
07	<code>list_calls</code>	Provides a list of your most recent incoming and outgoing calls.
08	<code>list_export_jobs</code>	Shows a comprehensive list of all initiated data export jobs.
09	<code>list_account_metrics</code>	Retrieves key operational metrics for your entire call center account.
10	<code>list_my_numbers</code>	Lists all the phone numbers you currently own and use.
11	<code>list_agent_teams</code>	Displays a list of all configured agent teams within your system.
12	<code>list_agents</code>	Provides a roster of all available call center agents and their current status.

See It in Action

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

U List my 5 most recent calls and their duration.



Retrieving calls... I found 5 recent entries, including an inbound call from '+1234567890' (Duration: 120s) and an outbound call to '+10987654321' (Duration: 45s).

U Show me the status of all agents in my support team.



Fetching agents... In your support team, 3 agents are 'Online' (John, Sarah, Mike), 1 is 'On Call' (Emma), and 2 are 'Offline'.

U Get the recording link for call 'call_abc123'.



Retrieving recording... I've successfully fetched the secure recording link for call 'call_abc123'. You can access it here: [Recording Link].

Frequently Asked Questions

01 How do I check call metrics with the Freshcaller MCP?

You use the `list_account_metrics` tool. Simply ask your agent to retrieve this data, and it will pull real-time information on call volumes and service levels for you.

02 Can I find out which numbers are available using Freshcaller MCP?

Yes, use the `list_buyable_numbers` tool. This searches the system and provides a list of phone numbers that you can purchase to expand your service area.

03 What if I need recordings from an old call using Freshcaller MCP?

First, use `list_calls` to find the call's ID. Then, ask the agent to run `get_call_recording` with that specific ID to get the secure link.

04 Does the Freshcaller MCP help me monitor my agents?

Yes, you can use tools like `list_agents` and `get_agent_details`. This lets you see who is online, who is on call, and track team status instantly.

05 Is there a way to list all my owned numbers with Freshcaller MCP?







Use the `list_my_numbers` tool. It retrieves a full roster of every phone number currently associated with your account, helping you manage inventory easily.

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>"freshcaller": { "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

Freshcaller 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	Freshcaller MCP
Server ID	019d75a0-1863-7036-b0b8-3bb9c63a99e1
Platform	Vinkius Cloud for AI Agents
Endpoint	https://edge.vinkius.com/{token}/mcp

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