

MCP SERVER

NO CODE

CLOUD HOSTED

# Freshdesk

Freshdesk MCP lets your AI agent manage all aspects of customer support directly from natural conversation. Instantly list open tickets, check agent availability, retrieve full contact histories, or create new issues without touching a dashboard. It brings the entire knowledge base—from company details to individual ticket threads—into your chat client.

**A+** Quality Score 100/100

ticketing-system

incident-management

customer-relationship-management

support-automation

agent-routing



# 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

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

# Freshdesk MCP

12 tools available

Cloud-hosted on Vinkius

This MCP connects your favorite AI client to Freshdesk so you can automate customer service operations and handle helpdesk tasks through natural conversation. Forget logging into the support portal; manage everything right where you're working. You can use your agent to list all support tickets, fetch detailed metadata like priority and status, or open entirely new requests instantly. Need context on a user? Get full contact details or company information in one query. The MCP also gives visibility into your team structure by listing agents and accessing configured group queues. All of this data is available through the Vinkius Marketplace, letting you integrate core support functions directly into your existing AI workflow.

It's designed for anyone who needs to move fast: Tech teams can automate ticket creation; Support Managers can monitor agent workloads across groups; and agents can instantly retrieve full conversation histories or requester profiles while they focus on the fix.

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## Core Capabilities

### 01 — Automate Ticket Creation

Your agent opens new support tickets with a simple command, assigning them to the right queue.

### 02 — View Support Status

Check the overall health and status of your helpdesk system instantly.

### 03 — Gather Customer Context

Retrieve detailed metadata for specific contacts or entire company organizations to understand customer history.

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# One Click on Vinkius — From Prompt to Execution

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

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## Built For

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## 12 Tools Available

#	TOOL	DESCRIPTION
01	list_helpdesk_agents	List support agents
02	create_ticket	Open a new ticket
03	check_freshdesk_status	Verify helpdesk status
04	get_agent_details	Get agent metadata
05	get_company_details	Get company metadata
06	get_contact_details	Get customer metadata
07	get_ticket_details	Get ticket metadata
08	list_helpdesk_companies	List client companies
09	list_helpdesk_contacts	List customers
10	list_ticket_thread	List ticket interactions
11	list_tickets	List support tickets
12	update_ticket	Modify ticket properties

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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 open support tickets in my Freshdesk.



Retrieving tickets... I found 5 open requests, including 'Broken Login' (Priority: Urgent) and 'Billing Inquiry'. Would you like the full details for the urgent one?

### **U** Show me the conversation thread for ticket '12345'.



Fetching thread... For ticket 12345, I found 3 replies and 1 private note. The last update was from Agent Mike stating 'investigating the server logs'.

### **U** Create a new ticket: 'API Access Problem' from 'user@example.com'.



Ticket created! I've successfully opened ticket ID 67890 regarding 'API Access Problem' for user@example.com. It has been assigned to the general support queue.

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## Frequently Asked Questions

### 01 How do I get an API Key for Freshdesk?

Log in to your Freshdesk instance, click on your profile picture in the top-right, and select 'Profile Settings' to find your API Key.

### 02 What is my 'Domain prefix'?

Your domain prefix is the first part of your Freshdesk URL (e.g. if your URL is 'acme.freshdesk.com', the prefix is 'acme').

**03 Can I see private notes on a ticket?**

Yes, the 'list\_ticket\_thread' tool retrieves all interactions associated with a ticket, including public replies and private notes for full agent context.

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**04 Is it possible to filter tickets by status?**

Yes, the 'list\_tickets' tool accepts an optional 'filter' parameter (e.g., 'open', 'pending') to help you focus on specific sets of requests.







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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>"freshdesk": { "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

# Freshdesk 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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### DOCUMENT INFORMATION

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MCP Server	Freshdesk MCP
Server ID	019d75a0-67d9-7206-a99f-6045b31162af
Platform	Vinkius Cloud for AI Agents
Endpoint	<a href="https://edge.vinkius.com/{token}/mcp">https://edge.vinkius.com/{token}/mcp</a>

### LICENSE & USAGE

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