

MCP SERVER

NO CODE

CLOUD HOSTED

Freshsuccess MCP

Get instant account health and usage scores.

Freshsuccess connects your customer success platform to any AI client, letting you manage account health scores and predict churn risk via natural conversation. Use this MCP to automatically pull detailed metrics, check active alerts, update user data, or log custom usage values without ever touching a dashboard. It puts the power of proactive account management right into your agent's command line.

A+ Quality Score 100/100

churn-prevention

customer-health-score

retention-management

account-management

customer-analytics



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.

Freshsuccess MCP

11 tools available
Cloud-hosted on Vinkius

Freshsuccess gives customer success teams a direct connection to their core account data. Instead of jumping between multiple dashboards to figure out if an account is at risk, you ask your AI client directly. Your agent can now pull up detailed profiles, check the current health score for any user or entire account, and even list active alerts flagging potential issues like usage drops. Need to track a specific interaction? You can log custom metrics—like API calls or feature adoption counts—directly into the record. This means your team moves from reacting to problems to proactively managing customer expansion. By connecting this MCP through Vinkius, you centralize all critical account intelligence, letting your agent handle complex data gathering and updates using simple conversation prompts.

Core Capabilities

01 — Check Account Health Score

Get the current health score and key metadata for any specific customer account.

03 — Audit User Data

Pull up detailed profiles for individual users to see their activity and current health score.

05 — Manage Account Status

Create new customer accounts or update existing ones with fresh information.

02 — Identify At-Risk Accounts

Retrieve a list of active customer success alerts, showing exactly where accounts are struggling (e.g., low usage or ticket spikes).

04 — Log Custom Usage Metrics

Send specific data points, like API call counts or feature usage numbers, directly into the account record.

One Click on Vinkius — From Prompt to Execution

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

- 01 Subscribe to this MCP through the Vinkius Marketplace and provide your Freshsuccess Region Domain and API Key.
- 02 Tell your AI client what you need. For example, ask it to 'list all customer accounts' or 'get account health for XYZ'.
- 03 Your agent executes the request, pulling real-time data like current scores, user lists, or active alerts right into the conversation window.

The bottom line is that you get instant access to your entire customer success database without leaving your chat interface.

Built For

Customer Success Managers and Operations teams who are tired of manually cross-referencing dashboards, spreadsheets, and alerts just to determine one account's true status. This is for the person whose job requires deep knowledge of multiple systems but only has time to talk to their agent.

Customer Success Manager (CSM)

Checking an account's health score or viewing active alerts in seconds, instead of navigating the entire dashboard.

CS Operations Analyst

Automating the logging of custom metrics and verifying user mappings across multiple accounts to keep data consistent.

Account Executive (AE)

Getting a real-time, high-level overview of customer adoption metrics before starting renewal discussions.

What Changes When You Connect

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- 01** Stop digging through dashboards. Instead, ask your agent to 'list all customer accounts' and get a consolidated overview of their status in one go.

 - 02** Predict churn before it happens. By using the 'list_cs_alerts' tool, you immediately see which clients are struggling with usage drops or support ticket spikes.

 - 03** Keep data clean. When you need to record custom metrics, use 'post_metric_value' directly through your chat prompt, ensuring accurate logging without manual form filling.

 - 04** Stay aligned on team tasks. You can pull up pending items using the 'list_cs_tasks' tool so everyone knows what retention effort needs attention today.

 - 05** Scale account management. Use 'upsert_cs_user' or 'upsert_cs_account' to maintain perfect data alignment between your CRM and CS platforms automatically.
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Real-World Applications

The Renewal Review

An AE needs to know if a major client is ready for an upsell. Instead of asking the CSM, they prompt their agent: 'Show me the health score and custom metrics for Acme Corp.' The agent instantly provides the data via 'get_account_health', allowing the AE to walk into the meeting with hard facts.

The Proactive Intervention

A CSM notices slow usage on a key account. They prompt their agent: 'Check all active alerts for Globex.' The agent runs 'list_cs_alerts' and finds a 'Drop in Login Frequency,' allowing the CSM to call the client immediately.

The Ops Audit

A CS Operations Analyst needs to ensure all new API integrations are tracked. They ask their agent to run a sequence: first, 'list_cs_users' to get IDs; then, use 'post_metric_value' for the integration count. The system handles the update automatically.

The Account Setup

A new enterprise client signs on. Instead of filling out five different forms, the CSM uses their agent to run 'upsert_cs_account' and then 'list_cs_users' for all initial stakeholders, ensuring rapid setup and data consistency.

Patterns to Avoid

Manual Cross-Referencing

X AVOID

Having to copy account IDs from a list view, pasting them into the health score dashboard, then manually checking alerts in a separate tab.

✓ INSTEAD

Just tell your agent: 'Show me the health scores for accounts A and B.' The MCP handles the grouping and data retrieval using tools like 'get_account_health' or 'list_cs_accounts,' keeping everything in one flow.

Confusing Metrics

X AVOID

Manually calculating usage metrics based on exported CSVs, which are always prone to human error and outdated data.

✓ INSTEAD

Use the 'post_metric_value' tool. This sends specific product usage values directly to the account record via your agent, ensuring the health score is always tied to clean source data.

Forgetting User Scope

X AVOID

Updating an entire account record when you only meant to change one user's assigned CSM.

✓ INSTEAD

Always use 'upsert_cs_user' specifically. This tool lets your agent target changes precisely, ensuring you update the correct person without affecting other users or the master account data.

The Right Fit

Use this MCP if your team spends more time finding and compiling customer health status than actually fixing it. If checking alerts, verifying usage metrics, or reviewing user profiles is a multi-step process involving several different screens, this is for you. You'll get immediate data visibility through tools like 'list_cs_alerts' and 'get_account_health'. Don't use this if your only need is to generate a simple report based on static, already exported spreadsheet data; in that case, a basic database query tool would suffice. But if you need the intelligence layer—the ability to *write* back custom metrics or update records conversationally—you need Freshsuccess.

The daily chore of checking account status

Right now, figuring out an account's true health is a clicking nightmare. You start by pulling up the main dashboard, then you copy a list of IDs to check usage metrics in another tab. Next, you jump over to the alerts section just to see if anything flagged red. This process takes five minutes and involves three different systems.

With this MCP, that whole sequence vanishes. You simply ask your agent: 'What's the status for Acme Corp?' Your agent runs multiple checks—getting account metadata, verifying user profiles, and checking alerts—and gives you a single, cohesive answer right in the chat. It's instant diagnosis.

Freshsuccess MCP puts actionable data at your fingertips

The biggest manual step that disappears is the need to switch between viewing metrics and updating records. You used to get a score, realize it was wrong because of recent activity, then have to manually update the record in another system.

Now, you tell your agent: 'Update the API call metric for this account.' The MCP runs the 'post_metric_value' tool immediately. Your team moves from data gathering to decisive action—that's the difference.

Freshsuccess: 11 Tools for Customer Success Data

These tools allow you to orchestrate complex customer success tasks, from listing accounts to logging custom usage data, all through natural conversation.

#	TOOL	DESCRIPTION
01	<code>check_api_status</code>	Verifies the connection and operational status of your Freshsuccess API key.
02	<code>get_account_health</code>	Retrieves detailed metadata, including the current health score, for a specific customer account.
03	<code>get_user_health</code>	Pulls individual user profiles and their associated health scores.
04	<code>list_cs_accounts</code>	Provides a list of all existing customer accounts in the system.
05	<code>list_cs_alerts</code>	Fetches and displays all active alerts, helping you prioritize immediate customer interventions.
06	<code>list_custom_metrics</code>	Shows a list of all defined custom metrics available for tracking.
07	<code>list_cs_tasks</code>	Retrieves pending tasks and to-dos assigned to the customer success team.
08	<code>list_cs_users</code>	Generates a list of all active users associated with an account.
09	<code>post_metric_value</code>	Records specific usage values or custom metrics, influencing the overall health score.
10	<code>upsert_cs_account</code>	Creates a new customer account record or updates an existing one with provided data.
11	<code>upsert_cs_user</code>	Creates a new user profile or modifies the details of an existing user.

See It in Action

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

U List all active customer success alerts.



Retrieving alerts... I found 3 active alerts, including a 'Drop in Login Frequency' for Acme Corp and a 'Support Ticket Spike' for Globex.

U Show me the health score for account 'acc_123'.



Fetching account health... Account 'acc_123' (Example Inc.) currently has a Health Score of 85 (Green). They are assigned to CSM Sarah Jenkins.

U Post a custom metric 'api_calls' with value 150 for user 'user_987'.



Metric recorded! I have successfully posted the value 150 for the 'api_calls' metric to user ID user_987. This will factor into their engagement score.

Frequently Asked Questions

01 Can Freshsuccess MCP list all customer accounts?

Yes, you can use 'list_cs_accounts' to generate a complete roster of every account in your system. This is useful for auditing or compiling mass reports.

02 How do I check the health score using Freshsuccess MCP?

You simply ask your agent, 'Get the account health.' The tool 'get_account_health' pulls the latest metadata and score directly for you in conversation.

03 Does Freshsuccess MCP handle user data updates?

Yes. You can use 'upsert_cs_user' to create a new profile or modify an existing user's details, keeping your records current.

04 What if I need to log usage metrics for a client?

Use the 'post_metric_value' tool. You provide the metric name and the value, and your agent logs it directly against the specified account or user ID.

05 Can Freshsuccess MCP find active alerts?







Absolutely. The 'list_cs_alerts' tool pulls a list of all currently configured warnings, helping you prioritize which accounts need immediate attention.

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>"freshsuccess": { "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

Freshsuccess 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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