

MCP SERVER

NO CODE

CLOUD HOSTED

Freshworks MCP

See a customer's entire lifecycle from deal to ticket.

Freshworks lets your AI agent manage everything related to sales and support. It connects directly to your unified CRM, giving you full control over customer interactions, from tracking active deals to managing helpdesk tickets. You can audit accounts, look up contact history across both sales and support pipelines, and understand the whole customer lifecycle without ever leaving your chat window.

A+ Quality Score 100/100

unified-crm

ticketing-system

sales-pipeline

customer-data-management

business-intelligence



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.

Freshworks MCP

9 tools available

Cloud-hosted on Vinkius

Connect your Freshworks account through Vinkius and give your AI agent full visibility into your unified CRM and support operations. This MCP lets you move beyond manual clicks in multiple dashboards. Instead of jumping between separate sales tools and helpdesk portals, your agent handles everything via natural conversation. Need to know the status of a major deal? Ask for it. Want to see if that customer opened a ticket last week? It pulls up the history. You can audit entire company organizational structures or pull a list of all active support tickets in seconds. It's about bringing sales intelligence and service management together, letting you resolve complex customer issues fast while keeping an eye on revenue forecasts.

Core Capabilities

01 — Audit the Sales Pipeline

Retrieve detailed records of ongoing sales deals, allowing you to monitor current revenue forecasts.

03 — Track Account Structure

Manage hierarchical company records, verifying contacts and binding multiple sales accounts across the platform.

05 — Manage Support Resources

See who works for support by listing specific agents, groups, and official helpdesk contacts.

02 — Review Full Support History

Pull up global lists of active helpdesk tickets and fetch sub-entry details to view complete customer interactions.

04 — Monitor CRM Contacts

List all end-users in your Sales CRM partition and retrieve their profile details along with interaction history.

One Click on Vinkius — From Prompt to Execution

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

- 01** First, subscribe to this MCP on Vinkius.
- 02** Next, provide your Freshworks Domain prefix and API Key (you find the key in Profile Settings > API Key).
- 03** Finally, start asking your agent—whether it's Claude or Cursor—to manage sales deals or check tickets.

The bottom line is that once you connect it, you never have to switch apps again.

Built For

This MCP serves Sales Managers who need quick deal visibility and Support Leads who are tired of manually tracking ticket volumes. It's built for anyone whose job requires connecting the dots between a sales opportunity and the actual customer support history.

Sales Manager

They use this MCP to monitor the health of all deals, checking specific deal pipeline records without having to navigate the full CRM dashboard.

Support Lead

They rely on it to audit support agent groups and track ticket volumes across different queues using natural language commands.

Customer Success Manager

They use this MCP to quickly pull up combined sales and support histories, helping them resolve complex customer inquiries in real time.

What Changes When You Connect

- 01** Stop jumping between dashboards. You use this MCP to pull up combined sales and support histories instantly, giving you one view of the customer relationship.

-
- 02** Audit your pipeline without manual navigation. Simply ask the agent to list all deals or retrieve detailed metrics for specific accounts using `list_deals` and `list_accounts` .
-
- 03** Manage support resources quickly. You can audit who's available by listing agents (`list_agents`) or check group configurations with `list_groups` , all through chat commands.
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- 04** Gain immediate customer context. Need to know if a contact has an open issue? The agent checks the helpdesk partition using `list_helpdesk_contacts` and links that to their CRM profile via `list_crm_contacts` .
-
- 05** Understand company structure. You can verify complex organization data by listing all companies (`list_companies`), making sure every record is accurate before a big sale.
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Real-World Applications

The Deal Stall

A sales rep needs to close an account, but the customer keeps raising support concerns. Instead of checking two separate systems, they ask their agent: 'What are John Smith's active deals and his last three opened tickets?' The MCP responds instantly with both data sets, letting them address the service issue before pushing for the signature.

The Quarterly Review

A Sales Manager needs a quick health check on their top 10 accounts. They instruct the agent to list all accounts and then retrieve detailed sales intelligence metrics for each, giving them an immediate revenue forecast report without leaving the chat.

The Support Hand-off

A customer support agent has to escalate a complex billing question. They use their agent to check `list_accounts` to verify the client's company structure, and then they pull up the full history using `get_ticket` so the next tier of support knows exactly what was discussed.

The Onboarding Check

An operations team member is tasked with auditing a client's organizational records. They use `list_companies` to map out the hierarchy and then check `list_crm_contacts` to ensure every required user profile exists.

Patterns to Avoid

Treating CRM and Support as separate searches

✗ AVOID

Asking your agent, 'List all deals' in one chat, and then starting a new conversation to ask, 'What are the open tickets?' This forces you into multiple conversations and loses context.

✓ INSTEAD

Keep it simple: Ask the agent once, 'Give me an overview of Acme Corp. Show me their active sales deals and any open support tickets.' The MCP pulls both data sets in a single conversation.

Assuming account status from one source

✗ AVOID

Seeing that a contact is listed in the CRM, but assuming they aren't currently having service issues. You might miss critical information.

✓ INSTEAD

Always cross-reference. After listing the contacts using ``list_crm_contacts``, immediately ask for their support history by checking tickets or calling ``list_helpdesk_contacts``.

Overlooking organizational structure

✗ AVOID

Attempting to run a sales report on a company without knowing if it has subsidiaries or multiple related contacts. The data will be incomplete.

✓ INSTEAD

Before running any major reports, use ``list_companies`` first. Understanding the full organization map ensures your subsequent calls like listing deals are accurate.

The Right Fit

Use this MCP if you need a single point of truth that combines sales pipeline data with customer support records. You should ask it to pull combined views, such as 'Show me all contacts who have an open ticket AND have an active deal.' Don't use it if your primary goal is just advanced financial modeling or deep technical API automation; for those tasks, you'd want a specialized BI tool. If you only need to manage support queues (agents and groups) without ever touching the sales side, a dedicated ticketing system MCP would be better. But since you need both sides of the story—the revenue potential and the service reality—this is your go-to.

The Pain Point: Switching Contexts to Understand One Customer

Today, understanding a customer means logging into at least three separate systems. You check the CRM for their latest deal status. Then you open your helpdesk portal just to see if they've submitted any tickets. Finally, you might have to cross-reference an internal sheet to understand who within that company is actually making decisions. It's a constant copy-paste job across different tabs and dashboards.

With this MCP, all those steps disappear. You ask your agent for the customer overview, and it pulls together sales deals, support ticket status, and account details in one response. The result isn't just data; it's instant context that lets you move faster.

Freshworks MCP Gives You a Unified View of Deals and Support

The manual steps that vanish include switching between the sales dashboard to check `list_deals` records and then logging into the ticketing system just to run `list_tickets`. There's no more juggling tabs or waiting for data exports.

You get immediate, conversational answers. It's not about retrieving a list; it's about getting actionable intelligence on a customer right now.

Freshworks: 9 Tools for CRM & Support Management

These nine tools let you run specific operations across your Freshworks account, giving your agent the power to manage deals, contacts, tickets, and accounts.

#	TOOL	DESCRIPTION
01	<code>list_tickets</code>	Lists all current helpdesk tickets for review.
02	<code>get_ticket</code>	Retrieves the full details of a specific support ticket.
03	<code>list_helpdesk_contacts</code>	Lists all contacts registered in the helpdesk system.
04	<code>list_agents</code>	Retrieves a list of every support agent connected to Freshworks.
05	<code>list_groups</code>	Lists all defined groups that manage support queues and agents.
06	<code>list_companies</code>	Retrieves a list of organizational company records.
07	<code>list_crm_contacts</code>	Lists all contacts recorded in the Sales CRM section.
08	<code>list_deals</code>	Retrieves a list of every sales deal currently tracked.
09	<code>list_accounts</code>	Lists all major sales accounts managed within the CRM.

See It in Action

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

U Show me my active sales deals in Freshworks



Retrieving deals... I found 5 active opportunities including 'Enterprise Expansion' (\$50k, Stage: Negotiation) and 'Mid-Market License' (\$12k, Stage: Discovery). Would you like the contact info for the enterprise deal?

U List the last 3 support tickets



Retrieving tickets... Here are the 3 most recent: 'Cannot reset password' (ID: 101, Status: Open), 'Question about API' (ID: 102, Status: Pending), and 'Feature Request' (ID: 103, Status: Resolved). Which one would you like more details on?

U Find CRM contact 'John Smith'



Found contact! John Smith is a 'Decision Maker' at 'Acme Corp'. He has 2 active deals and 1 closed support ticket. I can retrieve his full profile or communication history for you.

Frequently Asked Questions

01 How do I use the Freshworks MCP to check deal status?

To see what deals are active, ask your agent to run `list_deals`. The agent retrieves all ongoing opportunities and shows you their current stage and value.

02 Can I list support agents with the Freshworks MCP?

Yes. You can use the `list_agents` tool, which provides a complete roster of every support agent connected to your account.

03 What data does the freshworks listing_crm_contacts provide?

The `list_crm_contacts` tool lists all end-users recorded in the Sales CRM partition, providing their profiles and historical interaction metadata.

04 Does Freshworks MCP help me find a customer's full history?

Absolutely. By combining calls to `list_crm_contacts` and checking ticket data via `list_tickets`, your agent builds a combined service and sales history.

05 What if I need to see details for one specific ticket?







You should use the `get_ticket` tool. This retrieves all the necessary sub-entry details so you can view the full customer interaction record.

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>"freshworks": { "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

Freshworks 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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