

MCP SERVER

NO CODE

CLOUD HOSTED

Gainsight CS MCP

Track Health Scores & Manage Timelines via Chat

Gainsight CS MCP connects your customer success operations to any AI agent. You manage customer health scores, track engagement activity on a timeline, and oversee critical retention playbooks—all without leaving your chat interface. Get instant profiles for companies and contacts, log meeting notes programmatically, or check pending calls to action simply by talking to your agent.

A+ Quality Score 100/100

customer-success

churn-reduction

health-scores

timeline-tracking

revenue-retention

cta-management



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.

Gainsight CS MCP

12 tools available

Cloud-hosted on Vinkius

This MCP connects the Gainsight Customer Success platform to any AI client, letting you automate core customer engagement tasks right from your conversation window. Instead of navigating multiple tabs just to see if an account is in danger, your agent pulls the company's current health score and tells you exactly where they stand. You can pull up a complete overview of a customer's history—every call, every meeting note logged by the team—without digging through complex dashboards. Need to update something? Just tell your agent to log a new activity or grab detailed contact info for any person at the company. It's all designed so you don't have to switch tools; everything is available in one conversation. By hosting this MCP on Vinkius, we give you access to Gainsight's full feature set through an open standard, keeping your entire customer success strategy accessible wherever you work.

Core Capabilities

01 — Check Company Health Scores

Retrieve detailed profiles for any company, including its current health score and who is assigned to manage it.

03 — Get Person and Company Details

Pull up detailed profile information for specific contacts, partners, or entire organizations within Gainsight.

05 — Review Operational Tasks

View all active or outstanding cockpit tasks, giving you an immediate understanding of the next steps required for client success.

02 — Manage Customer Timeline Activity

Access a customer's full activity history and log new events like calls or meetings directly from your chat session.

04 — Oversee Retention Playbooks (CTAs)

List and manage pending Calls to Action (CTAs) and associated tasks so you never lose sight of a retention play.

One Click on Vinkius — From Prompt to Execution

Available at vinkius.com/mcp/gainsight-cs — connect your AI agent in three steps.

- 01 Subscribe to this MCP on Vinkius and enter your Gainsight Domain and Access Key credentials.
- 02 Connect your agent using any compatible AI client like Claude, Cursor, or Windsurf.
- 03 Ask a direct question, like 'What is the health score for Acme Corp?' and get an immediate answer in conversation.

The bottom line is you talk to your agent, and it talks directly to Gainsight to pull the specific data you need, no logins or dashboards required.

Built For

This is for Customer Success Managers who spend too much time clicking between dashboards. It's for CS Operations teams that manually map metadata and AEs who need real-time customer history before a big meeting.

Customer Success Manager

Logging a quick call note or checking an account's health score instantly without leaving their primary communication channel.

CS Operations Specialist

Automating the retrieval of CTA metadata or verifying company mappings via simple commands to ensure data integrity across reports.

Account Executive

Getting a real-time overview of customer interaction history, including all timeline events, immediately before a renewal discussion.

What Changes When You Connect

- 01 Get instant visibility into customer health scores. You can ask your agent to check the status of any company, giving you immediate insight without clicking through a single dashboard tab.

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- 02 Keep meticulous records by logging activity directly from your chat client. Use the `log_timeline_activity` tool to add meeting notes or calls instantly, making sure nothing falls out of sync.

 - 03 Never forget a follow-up. The MCP lets you list and manage all pending Calls to Action (CTAs), ensuring every retention playbook step is accounted for.

 - 04 Access deep metadata on people and companies. Need to know who the decision maker is? Use `get_person_details` to pull up full contact profiles instantly.

 - 05 Maintain a clear view of workload by listing all outstanding cockpit tasks. This prevents missed deadlines or forgotten next steps in the customer journey.
-

Real-World Applications

Preparing for a Renewal Call

An Account Executive needs to know if the client has been responsive lately. They ask their agent to `list_timeline_events` and `get_company_health`, instantly seeing five missed check-ins and a declining health score, allowing them to pivot the conversation immediately.

Following Up After a Meeting

A CSM just finished a discovery call. Instead of switching to Gainsight and typing notes, they tell their agent to `log_timeline_activity` with the meeting summary, ensuring it hits the customer record immediately.

Onboarding New Team Members

A new CSM needs to grasp an account's history. They ask their agent to `list_customer_companies` and then check `get_company_health` for the top three accounts, giving them a rapid understanding of who's green, yellow, or red.

Reviewing Quarterly Objectives

CS Ops needs to ensure all retention tasks are assigned. They ask their agent to `list_cockpit_tasks` and `get_cta_metadata`, quickly identifying any critical CTAs that haven't been addressed in weeks.

Patterns to Avoid

Switching between dashboards

X AVOID

Manually logging into Gainsight to check a health score, then switching to Slack to discuss it, and finally opening Google Calendar to make notes. This is slow and prone to copy/paste errors.

✓ INSTEAD

Just ask your agent: 'What's the current health of Acme Corp?' The MCP uses `get_company_health` to pull that number instantly into your conversation, keeping you focused on talking.

Forgetting context details

X AVOID

A teammate mentions a client name (e.g., 'Globex'), but you can't remember if they are the main contact or just an observer.

✓ INSTEAD

Use `get_person_details` to pull up that person's full profile, immediately clarifying their role and relationship status within the account.

Manual follow-up logging

X AVOID

After a call, you spend five minutes trying to find the right form in Gainsight just to log 'Call Completed'.

✓ INSTEAD

Use `log_timeline_activity`. Your agent handles the connection and data entry; you only have to dictate what happened.

The Right Fit

Use this MCP if your job involves coordinating complex, cross-functional customer interactions where real-time data access is key. If you routinely check health scores, log activities, or review pending tasks for multiple accounts, this connector gives you the power to do that conversationally. Don't use it if all you need is a single piece of static information not tied to an account record (e.g., just general industry data). For that, look into a knowledge base MCP instead. If your workflow requires complex multi-step analysis across different systems (like mapping Gainsight health scores to Salesforce revenue figures), consider connecting this with another platform's dedicated tool.

Tracking Customer Status Isn't Just About Dashboards Anymore

Today, tracking a client's true status means clicking through five different tabs: one for the health score, one for their contact list, another to see recent calls, and yet a fifth just to check pending tasks. You spend valuable minutes switching screens and trying to piece together a narrative from disconnected data points.

With this MCP, you simply tell your agent what you need—'Tell me about Acme Corp.' The system pulls the health score, lists the timeline events, and reviews all associated CTAs instantly. It doesn't just show you numbers; it gives you a complete, cohesive story in one conversation.

Gainsight CS MCP: Get Full Visibility on Customer Health Scores

The manual process of checking who is assigned to an account, then pulling the current health score, and finally listing all pending tasks involves multiple API calls and at least four separate screens. It's a bottleneck that slows down every conversation.

Now, you can ask your agent for it all in one go. You get instant access to metadata from `list_customer_companies` through to checking out specific task details using `get_task_metadata`. The data flow is direct and conversational.

Gainsight CS: 12 Tools for Customer Success Data

These tools allow you to interact with every part of the Gainsight platform—from checking a company's health score to logging minute-by-minute timeline events.

| # | TOOL | DESCRIPTION |
|----|--------------------------------------|---|
| 01 | <code>verify_api_connection</code> | Checks the connection status to confirm that your agent has access to Gainsight data. |
| 02 | <code>log_timeline_activity</code> | Adds a new entry, like notes or meeting details, to a customer's historical activity timeline. |
| 03 | <code>get_cta_metadata</code> | Pulls specific information about pending Calls to Action (CTAs) from the cockpit. |
| 04 | <code>get_company_health</code> | Retrieves metadata and the current health score for a listed customer company. |
| 05 | <code>get_my_identity</code> | Provides your own user profile details to ensure the agent is working within the correct account context. |
| 06 | <code>get_person_details</code> | Fetches detailed information for a specific customer or partner person record. |
| 07 | <code>get_task_metadata</code> | Retrieves details about general tasks assigned to customers or accounts. |
| 08 | <code>list_calls_to_action</code> | Lists all available Calls to Action (CTAs) currently tracked in the Gainsight cockpit. |
| 09 | <code>list_customer_companies</code> | Retrieves a list of all company records managed within your Gainsight instance. |
| 10 | <code>list_crm_people</code> | Lists multiple people records, allowing you to see contacts across different accounts. |
| 11 | <code>list_cockpit_tasks</code> | Retrieves a comprehensive list of all active and pending tasks in the customer success cockpit. |
| 12 | <code>list_timeline_events</code> | Lists previous activities, such as calls or meetings, that have already occurred on a client's timeline. |

See It in Action

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

U List my top 5 customer companies and their health scores.



Retrieving companies... I found your top customers, including 'Acme Corp' (Health: 85/Green) and 'Globex' (Health: 42/Red). Would you like to see the pending CTAs for Globex?

U Log a 'Call' activity for 'Acme Corp' (ID: 12345) saying 'Discussed Q4 renewal'.



Activity logged! I have successfully added the 'Discussed Q4 renewal' entry to the Acme Corp timeline. It is now visible to the entire team.

U Show me all pending CTAs in my Gainsight cockpit.



Fetching cockpit... I found 4 pending CTAs, including 'Risk: Low Adoption' for Stark Industries and 'Expansion: Add Seats' for Wayne Enterprises.

Frequently Asked Questions

01 How does the Gainsight CS MCP help with logging activity?

You can use `log_timeline_activity` to add a new entry—like notes or minutes from a meeting—directly to a client's timeline without leaving your chat interface. This keeps all customer history centralized.

02 Can I check the health score of multiple companies using Gainsight CS MCP?

Yes, you can `list_customer_companies` first, and then ask your agent to run `get_company_health` on a group of accounts. This gives you an immediate overview of which clients need attention.

03 What if I forget who the key contact is?

Just use `get_person_details`. You provide the company name, and your agent retrieves full profile information for all associated contacts, clarifying roles and ownership.

04 Does this MCP handle my active tasks?

Yes, you can `list_cockpit_tasks` to see what's pending in the retention playbook. You can also use `get_cta_metadata` to review specific Calls to Action and associated task requirements.

05 Is the Gainsight CS MCP secure?







The MCP uses secure header-based authentication with your Gainsight NXT credentials, ensuring that all data access remains within the established security protocols of the platform.

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>"gainsight-cs": { "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

Gainsight CS 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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