

MCP SERVER

NO CODE

CLOUD HOSTED

# Gainsight PX MCP

Ask about user behavior and engagement metrics.

Gainsight PX connects your product analytics and engagement data directly to your AI client. It lets you query user behavior, retrieve account metadata, log custom backend events, and check which features are being tracked—all through natural conversation.

**A+** Quality Score 100/100

product-analytics

in-app-engagement

product-led-growth

user-behavior

adoption-metrics

event-tracking



# The connectivity layer between AI and the world's software.



Vinkius sits between AI and every application. All communication passes through Vinkius Cloud via the Model Context Protocol (MCP) — with governance, observability, and security at every layer.

# Your AI Connections Run Through Vinkius Cloud

The world's largest  
managed MCP catalog

Vinkius is the connectivity layer where AI connects 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.

# Gainsight PX MCP

12 tools available

Cloud-hosted on Vinkius

This MCP gives your agent the ability to read deep into how users interact with your software. Instead of logging into a dashboard, you can simply ask about specific segments or behaviors. You'll get details on user profiles, including who they are and what devices they use. It also lets you track custom interactions from your backend code, enriching your data set without touching the front end. Need to know if a feature is even being tracked? You can list all product features for an answer. This connectivity allows you to run sophisticated product analysis directly through any MCP-compatible client connected via Vinkius.

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## Core Capabilities

### 01 — Identify and manage user profiles

The agent fetches existing user details or creates new profile records based on provided identifiers.

### 03 — List account and user lists

The agent queries Gainsight PX to retrieve filtered lists of accounts or individual users.

### 05 — Review product instrumentation

The agent lists every single product feature that your current setup is configured to track.

### 02 — Track custom backend events

You send a specific event name, and the MCP logs it against your product usage data set.

### 04 — Check engagement assets

You list all active in-app guides, surveys, and sliders that are currently deployed for tracking.

# One Click on Vinkius — From Prompt to Execution

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

- 01** Subscribe to this MCP through the Vinkius Marketplace and enter your Gainsight PX API Key.
- 02** Your AI client connects using the credentials, verifying access to both US or EU data centers.
- 03** You ask your agent a question—like 'What were the top five features used last week?'—and it returns structured product insights.

The bottom line is you use natural language to get answers that usually require navigating multiple dashboards and running complex filters.

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## Built For

Product teams, data analysts, and growth engineers who are tired of jumping between the analytics dashboard and their chat window. This MCP gives them real-time behavioral insights without needing to write a single SQL query.

### Product Manager

Running reports on user adoption, verifying if key product features are generating enough data points, or checking the list of all currently tracked product features.

### Growth Engineer

Automating the identification and synchronization of new users or accounts when integrating marketing funnels into the product usage data.

### Customer Success Operations Lead

Manually tracking custom server-side events for enterprise clients, ensuring specific account metadata is updated immediately after a major interaction.

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## What Changes When You Connect

- 01** Get immediate insights on who's using your product. Instead of manually navigating, you can ask the agent to list users or accounts based on custom criteria, saving minutes every time.

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- 02** Improve data accuracy by managing identities programmatically. Use `identify_px_user` and `identify_px_account` to ensure that new signups are instantly linked to the correct profile record.
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- 03** Track interactions outside of the UI. The ability to `track_server_event` means you can log critical actions from your backend code, enriching data sets without client-side development work.
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- 04** Audit your tracking coverage with simple commands. `list_product_features` lets you quickly confirm if a new or old feature is actually being monitored for usage data.
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- 05** Understand your communication strategy by listing active guides and surveys. Using `list_px_engagements` gives you an immediate overview of every in-app asset currently deployed.
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## Real-World Applications

### **Need to segment users who haven't logged in recently?**

A Product Manager asks their agent, 'List all PX users last seen in the past 30 days.' The MCP immediately runs `list_px_users` and returns a clean list of stale accounts, allowing them to start an immediate re-engagement campaign.

### **Debugging product usage data after a deployment.**

A Growth Engineer runs `list_product_features` to confirm that the new 'Settings' widget was successfully added to the tracking scope. The agent confirms its status and provides associated metadata.

### **An enterprise client triggers a high-value action.**

The Customer Success Ops team needs to record this event. They use `track_server_event` with the specific event name and account ID, guaranteeing that the critical interaction is logged instantly for reporting.

### **Onboarding a massive batch of existing customers.**

The team uses `identify_px_account` repeatedly, feeding in bulk IDs and ensuring every corporate account is correctly synced before running any adoption metrics on the full list.

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# Patterns to Avoid

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## Assuming data exists

### X AVOID

Asking 'What are our engagement stats for the new payment widget?' when no custom events have been logged.

### ✓ INSTEAD

First, you must confirm the tracking. Run `list_product_features` to check if the widget is included, and then use `track_server_event` with a test event name before asking for metrics.

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## Using outdated user IDs

### X AVOID

Trying to retrieve details using an old or unverified user ID that doesn't map to current records.

### ✓ INSTEAD

Always start by calling `get_my_identity` if you need your own data, or use `list_px_users` first to verify the most current and accurate identifiers.

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## Mixing account and user queries

### X AVOID

Asking for 'The company's total users.' This is ambiguous; are you asking about the parent organization or all people under it?

### ✓ INSTEAD

Be specific. If you mean the whole group, use `list_px_accounts` first to get the IDs, then query user details using those account identifiers.

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## The Right Fit

Use this MCP if your core workflow revolves around understanding *why* users are doing what they're doing in your product. You need to connect observed behavior (what was clicked) with identity data (who did it). Don't use it if you only need simple list filtering, because that functionality is often better handled by native dashboard tools. If your goal is purely marketing outreach or CRM integration without tracking the *in-app* action itself, this isn't the right fit. However, if you are trying to correlate a specific user action with account metadata and then log that event for later analysis, this MCP provides all the necessary hooks—from `list_px_users` to `track_server_event`.

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## The Struggle of Manual Data Discovery

Right now, finding out what users are doing feels like a forensic investigation. You have to jump through hoops: opening the user dashboard, filtering by date range, checking the 'Events' tab for specific actions, and then copy-pasting that list into your analysis sheet. It takes time just to gather the raw data.

With this MCP, you talk to your agent instead of clicking 12 times across 4 tabs. You ask: 'What was the most common interaction last week?' and it pulls together user profiles, recent events, and product feature usage in one clean answer.

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## Get Product Insights with Gainsight PX MCP

You stop manually checking if the right data is flowing. You use `list_product_features` to instantly audit your tracking coverage, and you run `get_user_details` anytime you need a specific person's full profile history without leaving the chat window.

It's instant verification. You never have to guess whether an event was logged or if an account needs updating again. The data is right there, ready for analysis.

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# Gainsight PX MCP with 12 Tools

These tools let you query user lists, manage profiles, log backend events, and check your entire product's tracking setup using simple AI commands.

#	TOOL	DESCRIPTION
01	<code>verify_api_connection</code>	Checks if the provided API key and region details are valid and connected to Gainsight PX.
02	<code>get_account_details</code>	Retrieves specific metadata for a given account ID.
03	<code>get_my_identity</code>	Fetches the profile data associated with the authenticated user running the query.
04	<code>get_user_details</code>	Retrieves detailed metadata for a specific user ID within Gainsight PX.
05	<code>identify_px_account</code>	Syncs or updates an existing account profile record, ensuring accurate identity mapping for future events.
06	<code>identify_px_user</code>	Syncs or creates a user profile record, linking a person's identity to the Gainsight PX data set.
07	<code>list_px_accounts</code>	Queries and lists multiple accounts based on provided filters (e.g., date range, status).
08	<code>list_px_engagements</code>	Retrieves a list of all active in-app guides, surveys, and sliders currently configured for tracking.
09	<code>list_product_features</code>	Lists every single product feature that Gainsight PX is currently monitoring usage data for.
10	<code>list_px_products</code>	Queries and lists the specific products managed within your Gainsight PX account.
11	<code>list_px_users</code>	Lists multiple user profiles, allowing you to filter by criteria like last login date or email domain.
12	<code>track_server_event</code>	Logs a custom interaction event directly from your backend code into the product usage dataset.

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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 PX users who were last seen in the past 24 hours.



Querying users... I found 15 users active in the last 24 hours, including 'john.doe@example.com' and 'alice.smith@provider.com'. Would you like the full profile for any of them?

**U** Identify a new account 'Globex Corp' with ID 'acc\_98765'.



Account identified! I have successfully synchronized 'Globex Corp' (ID: acc\_98765) to your Gainsight PX environment. Any future events for this ID will be attributed to this account.

**U** Track a custom event 'Clicked Upgrade Button' for user 'user\_123'.



Event tracked! The 'Clicked Upgrade Button' event has been successfully logged for user\_123. This data will now appear in your product usage analytics.

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## Frequently Asked Questions

**01** Can Gainsight PX MCP list all users who signed up last week?

Yes, you can list multiple user profiles using the `list_px_users` tool. You just need to provide filters like a specific date range or status for the query.

**02** How do I log an event from my backend code with Gainsight PX MCP?

You use the `track_server_event` tool. This allows you to send custom interaction events directly into your product usage data without having client-side code changes.

**03 What is the difference between get\_user\_details and list\_px\_users?**

list\_px\_users fetches a \*list\* of user profiles based on criteria. get\_user\_details retrieves all the deep metadata for one specific, known user ID.

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**04 Does Gainsight PX MCP help me figure out what features are being tracked?**

Yes, you can list all product features using list\_product\_features. This is essential for auditing your instrumentation coverage across the platform.

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**05 Can I update a user profile with Gainsight PX MCP?**

You use identify\_px\_user to sync or update an existing user's profile, ensuring that their identity mapping remains accurate in the system.

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**06 How do I get an API Key for Gainsight PX?**

Log in to Gainsight PX, go to Administration > Products, select your product, and you will find the API Key in the product settings.

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**07 Which region should I select?**

Select 'US' if your account is hosted at api.aptrinsic.com, or 'EU' if it is hosted at api-eu.aptrinsic.com.

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**08 Can I identify new users through the agent?**

Yes! Use the 'identify\_px\_user' tool and provide a unique 'identifyId'. The agent will create or update the user profile in Gainsight PX instantly.

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**09 Does this server support tracking custom events?**

Yes, the 'track\_server\_event' tool allows you to log custom behavioral events for any identified user directly from your backend or chat interface.







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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>"gainsight-px": { "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

# Gainsight PX 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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