

MCP SERVER

NO CODE

CLOUD HOSTED

# Gorgias MCP

Manage Customer Support from Conversation.

Gorgias connects your helpdesk directly to your AI agent so you can manage customer support tickets, user profiles, and conversations without leaving your current window. Use natural language to monitor ticket queues, draft replies, update records, and look up customer history instantly.

**A+** Quality Score 100/100

ticket-management

customer-service

conversation-history

helpdesk

ecommerce-support



# 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.

# Gorgias MCP

12 tools available

Cloud-hosted on Vinkius

This MCP lets your AI client act like a junior support rep built right into your workflow. Instead of jumping between tabs or copy-pasting data, you talk to the agent, and it performs actions inside Gorgias for you. You can list active tickets, pull specific conversation histories, and draft replies straight up. Need to know if a customer exists? Just ask; the system finds their profile details instantly. If your team needs to add an internal note or send a direct reply, it handles that too. Because this connection is housed on Vinkius, you access all these support functions from one place—whether that's Claude, Cursor, or any other compatible agent.

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## Core Capabilities

### 01 — Handling Ticket Queues

List all open tickets or retrieve the full message history for a specific conversation.

### 03 — Communicating with Users

Draft and send public replies to customers, or add private internal notes visible only to your team.

### 05 — Creating New Records

Create entirely new support tickets or establish new customer profiles when they don't exist yet.

### 02 — Managing Customer Data

Search for customers by email, get their profile details, update records, or create new profiles on the fly.

### 04 — Tracking Team Status

List all active agents and retrieve user details for internal coordination checks.

# One Click on Vinkius — From Prompt to Execution

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

- 01 Subscribe to this MCP and provide your Gorgias Subdomain, Email, and REST API Key.
- 02 Connect the MCP to your preferred AI client (like Claude or Cursor).
- 03 Ask your agent a question—for example, 'Show me all open tickets from yesterday.' The agent executes the command and reports back with the data.

The bottom line is that you manage complex support tasks through simple conversation instead of clicking buttons in multiple places.

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## Built For

This MCP is for anyone whose job involves rapid, high-volume customer communication. It's built for the frontline agent who can't afford to waste time switching between their helpdesk and notes app.

### Support Agent

Quickly summarize a long ticket thread or draft a response without manually reading every message.

### Customer Success Manager

Check the status of high-priority tickets and add internal notes to guide the rest of the support team.

### E-commerce Operations Lead

Look up a customer's full support history right before making a sales call or resolving an issue.

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## What Changes When You Connect

- 01 Draft replies and add internal notes with `create_message` without ever leaving your agent chat. You write the intent, and it handles the communication layer.

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- 02** Stop searching for customer IDs. Use `list_customers` or `get_customer` to pull up a person's entire history in seconds, giving immediate context for any conversation.
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- 03** You can automate triage by using `list_tickets` to see which tickets are open and then use `update_ticket` to change the status when you work on them.
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- 04** Never start from scratch. If a customer needs help but isn't in your system, simply ask the agent to run `create_customer` first.
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- 05** Need to coordinate with teammates? Use `list_users` and `get_user` to pull up coworker details right alongside the support ticket data.
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## Real-World Applications

### **Customer asks about a refund status.**

The agent uses `list_customers` to verify the user's identity. Next, it calls `get_ticket` using the relevant ticket number to find previous communications, and then drafts a polite reply confirming the refund details via `create_message`.

### **Onboarding new users into the support system.**

A sales rep needs to follow up with a prospect. The agent first runs `get_customer` by email to see if a profile exists; if not, it uses `create_customer` and then initiates a conversation via `create_ticket`.

### **Need to escalate an issue for team review.**

The agent checks all open issues by calling `list_tickets`. It identifies a high-priority ticket, uses `get_user` to pull the details of the assigned supervisor, and then adds private internal notes using `create_message` so the manager is immediately aware.

### **Resolving an old ticket that needs status adjustment.**

The agent retrieves the full context using `get_ticket`. After resolution, instead of going into the settings panel, it simply tells the system to close the loop by calling `update_ticket`.

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## Patterns to Avoid

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### Manually copying ticket details.

#### X AVOID

A support agent has to open 5 tabs, copy a customer's email from one window and the ticket ID from another, then paste both into their CRM just to start working on it.

#### ✓ INSTEAD

Tell your agent simply, 'Get all tickets for john@example.com.' The MCP handles the cross-referencing using ``list_tickets`` combined with ``get_customer``, pulling all necessary data points instantly.

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### Drafting replies outside of Gorgias.

#### X AVOID

An agent writes a perfect reply in Gmail, copies it, switches back to the helpdesk window, and pastes it. This risks losing context or getting flagged for needing manual review.

#### ✓ INSTEAD

Use the ``create_message`` tool. Your agent drafts the response internally and posts it directly to the correct ticket ID within Gorgias.

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### Forgetting to update record status.

#### X AVOID

An issue is resolved, but because the agent didn't manually click the 'Resolved' button on the helpdesk platform, the ticket stays open and clogs up the queue.

#### ✓ INSTEAD

After summarizing a thread or sending a final reply, just tell your agent to ``update_ticket`` status. It handles closing out the loop for you.

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## The Right Fit

Use this MCP if 80% of your job involves reading, updating, and responding to customer service tickets and profiles. This is a dedicated support operations tool. If your core need is deep data analysis (e.g., running complex SQL queries across multiple databases) or financial modeling that requires specific accounting tools, this won't cut it. You should use specialized database connectors for those needs. Don't try to force the MCP to do things outside of customer support—for instance, if you need to generate a PDF report of all sales leads, this MCP is useless; you need a reporting tool instead.

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## The Pain of Context Switching in Support

Today, resolving one customer issue means jumping between five different windows. You check the CRM for their history, open the ticketing system to see the thread, switch to your notes app to draft a reply, and then go back to the helpdesk to finally hit send. It's slow, it's frustrating, and you lose context every time you copy-paste.

This MCP changes that workflow entirely. Your agent stays in one place—your chat interface. You ask for an action like 'What did they say last?' and the system pulls that history directly into your conversation thread. It's instant, it's contained, and you get back to solving problems faster.

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## Gorgias MCP: All Support Actions in One Place

You no longer have to manually copy the customer's email from their ticket history and then open a separate search window just to check if they already exist. The agent uses `get_customer` or `list_customers` automatically, providing that context immediately.

The whole process becomes conversational. You tell it what needs doing—'Draft a reply for Ticket #1042 about the missing tracking number.'—and it handles drafting and posting the message using `create_message`. That's how fast your support team can run.

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# Gorgias MCP: 12 Tools for Customer Operations

These tools allow you to perform every key function in a helpdesk—from listing users to updating ticket status—using simple commands.

#	TOOL	DESCRIPTION
01	<code>create_customer</code>	Build a new profile for a customer in the system.
02	<code>create_message</code>	Add a message, either a reply to the customer or an internal note, inside a ticket.
03	<code>create_ticket</code>	Start and log a brand new support ticket.
04	<code>get_customer</code>	Fetch the complete profile details for one specific customer by their identifying information.
05	<code>get_ticket</code>	Retrieve all relevant data for a single, existing ticket.
06	<code>get_user</code>	Fetch the full details of a specific agent or user within your workspace.
07	<code>list_customers</code>	Search for or pull a list of multiple customer accounts based on criteria.
08	<code>list_messages</code>	List all messages that have been exchanged within the history of one ticket.
09	<code>list_tickets</code>	Generate a list of support tickets, allowing you to filter by status or date.
10	<code>list_users</code>	List all agents and users currently active in the workspace for coordination purposes.
11	<code>update_customer</code>	Modify details on an existing customer profile record.
12	<code>update_ticket</code>	Change the status or content of a ticket that has already been created.

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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** Show me the 5 most recent open tickets.



Fetching tickets... You have 5 recent open tickets:

1. Ticket #1042: 'Where is my order?' from john@example.com
2. Ticket #1041: 'Refund request' from sarah@example.com

...

Would you like me to read the messages for Ticket #1042?

**U** Reply to ticket #1042 saying their order has been shipped and provide the tracking link.



Drafting reply... I've successfully posted a message to Ticket #1042 informing John that his order is on the way with the tracking details. Should I close the ticket?

**U** Check if there's a profile for customer alex.smith@example.com.



Checking customer records...

Yes, I found a matching profile. Customer ID: 90210. Alex Smith currently has 2 resolved past tickets and 0 active issues.

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## Frequently Asked Questions

### 01 How do I use Gorgias MCP to find a customer's history?

You start by asking the agent to 'list customers' or provide an email address. The tool then runs `get\_customer` and presents their full profile data, letting you see all past interactions.

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**02 Can Gorgias MCP help me update a ticket status?**

Yes, after the conversation is finished, simply tell your agent to 'update the ticket status' using ``update_ticket``. It changes the ticket state within Gorgias without you having to navigate the platform.

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**03 What if I need to create a brand new support ticket?**

You can ask the agent directly, 'Create a new ticket about X.' The MCP handles this by running ``create_ticket``, logging it in Gorgias for you.

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**04 Does Gorgias MCP let me add internal notes only?**

Yes. You can use the ``create_message`` tool to specifically add an internal note, ensuring that message is visible to your team but never sent to the customer.

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**05 Can I list all active agents in Gorgias MCP?**

You simply ask the agent to 'list users.' This triggers ``list_users``, giving you a directory of who's currently working in your workspace.







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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>"gorgias": { "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

# Gorgias 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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