

MCP SERVER

NO CODE

CLOUD HOSTED

# Help Scout MCP

Manage customer tickets and profiles in conversation.

Help Scout helps you manage customer support and team workflows directly from your AI client. It lets agents pull detailed customer profiles, view conversation histories, and update ticket statuses without leaving their chat interface. You gain full visibility into who needs help, why they need it, and what steps the team takes to fix it.

**A+** Quality Score 100/100

shared-inbox

customer-experience

support-automation

live-chat

knowledge-base

conversation-tracking



# 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.

# Help Scout MCP

12 tools available

Cloud-hosted on Vinkius

This MCP connects your entire Help Scout support desk directly into any AI agent. Instead of jumping between tabs and exporting data manually, you can use natural conversation to handle complex tasks like customer service management. You tell your agent what you need—say, 'Find all open tickets related to billing'—and it executes the action instantly. It gives your team full operational control: agents pull up detailed profiles for quick context, list active conversations, and even update internal notes so everyone stays on the same page. By connecting through Vinkius, you give your AI client a single access point, acting like a dedicated Support Coordinator that handles everything from listing mailboxes to retrieving satisfaction scores.

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## Core Capabilities

### 01 — Monitor open support threads

List all active tickets and retrieve full transcripts for quick review.

### 02 — Deep dive into customer records

Pull detailed customer profiles, including their entire history of interactions with the company.

### 03 — Collaborate on tickets internally

Add private notes to any conversation so the whole team knows what was discussed without the customer seeing it.

### 04 — Manage support status and workflows

Change a ticket's status—like moving it from 'Active' to 'Pending' or 'Closed'—with one command.

### 05 — Analyze system setup

List all mailboxes, tags, and automated workflows configured in the help desk for auditing purposes.

# One Click on Vinkius — From Prompt to Execution

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

- 01** Subscribe to this MCP on Vinkius and paste your Help Scout OAuth Access Token into your AI client.
- 02** Your agent gains full access to all support data, including conversations, customer details, and operational settings.
- 03** You simply ask your agent to perform a task—like 'Find John Doe's profile and list his recent tickets.'—and the information appears instantly.

The bottom line is that you manage complex support operations through simple conversation prompts.

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## Built For

Support Managers, Customer Success Leads, and Operations Directors. This connector solves the problem of context switching; it lets your team run complex reports and update records without ever leaving their primary chat window.

### Customer Support Agent

Uses the agent to pull up a customer's full history using `get_customer`, then adds internal notes using `create_convo_note` before replying.

### Support Manager

Runs `list_conversations` and `search_conversations` to quickly check agent workloads and prioritize the most urgent tickets needing attention.

### Operations Lead

Uses `list_mailboxes`, `list_tags`, and `list_workflows` to audit and confirm that all support channels are correctly configured for compliance or seasonal changes.

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## What Changes When You Connect

- 01** Stop copying ticket IDs to look up data. You can use `get_customer` or `get_conversation` directly, pulling the required context instantly into your chat session.

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- 02 Never lose track of who said what. Use `create_convo_note` to log internal decisions on a thread without cluttering the customer-facing message history.

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  - 03 Audit your support setup easily. `list_mailboxes` and `list_workflows` let you verify that every team member is routing tickets through the correct, configured channel.

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  - 04 Improve service quality by accessing ratings data. You can use `list_customer_ratings` to know if a client was happy with the resolution before closing their ticket.

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  - 05 Handle high volume efficiently. Instead of manual exports, `list_conversations` and `search_conversations` give you immediate visibility into queue size and topic trends.
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## Real-World Applications

### Finding historical context on a complex issue

A customer calls back about an old bug. Instead of asking the agent to manually search, your agent runs `get_customer` first to pull up all past tickets and then uses `get_conversation` to review the full transcript from three weeks ago.

### Closing out an investigation quickly

After confirming with engineering, the agent uses `create_convo_note` for the update. Then, they run `update_convo_status` to move the ticket from 'Active' to 'Pending', keeping a clear record of work in progress.

### Auditing ticket routing rules

The operations lead needs to confirm if a new department was added. They run `list_mailboxes` to see the newest inbox, and then use `list_workflows` to ensure that all incoming tickets are correctly routed based on tags.

### Summarizing team workload at end-of-day

The manager needs an overview. They use `list_conversations` for count, and then `search_conversations` with keywords like 'urgent' to flag tickets requiring immediate follow-up.

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## Patterns to Avoid

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### Relying on manual dashboard views

#### X AVOID

The support manager spends 20 minutes every day clicking through the Help Scout dashboard, filtering by 'open' and then manually scrolling to see which tickets were last touched.

#### ✓ INSTEAD

Use `list_conversations` or `search_conversations`. Your agent runs `list_conversations` first to get a count of open threads, then uses `search_conversations` with date ranges to target specific activity.

### Treating the AI like a static knowledge base

#### X AVOID

The user tries to ask general questions about how Help Scout works instead of asking for data from it.

#### ✓ INSTEAD

Remember this MCP is for actions. Use `list_staff_users` or `list_workflows` if you need to know who runs what, rather than just reading documentation.

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## The Right Fit

Use this MCP if your workflow hinges on pulling specific, actionable data from Help Scout and then making a change based on that context. For example, if you find an open ticket using `list_conversations`, you need to use `get_customer` for details, and finally `update_convo_status` to close it. Don't use this if your goal is just general knowledge; this isn't a help desk documentation lookup tool. If all you need is to read the public Help Scout documentation, you don't need this. But if you need to interact with live customer data—like adding internal notes or checking satisfaction ratings via `list_customer_ratings`—this MCP gives your AI agent the direct access it needs.

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## The friction of switching between tabs is brutal.

Today, managing customer support feels like juggling. You open your chat tool to answer a question, then you have to switch over to the Help Scout dashboard just to find the full transcript for

With this MCP, all those steps vanish. Your AI client handles it in one conversation flow. You don't leave the chat window; you just ask your agent for the transcript using `get_conversation`, or

reference. After that, you jump to a separate internal notes section to write down what your teammate needs to know. Copying IDs, switching tabs, and context-switching is how most of your day goes.

pull up customer history with `get_customer`, and the answers appear instantly.

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## Help Scout MCP: Complete Control Over Your Support Data

Before, setting a ticket to 'Pending' required clicking through multiple menus. Updating an internal note meant logging into a secondary system just for the notes field. Checking if your support channels were correctly configured felt like reading a massive manual.

Now, you talk directly to your agent. You tell it to change the status using `update_convo_status`, or audit the setup with `list_workflows`. It's direct, immediate control over every piece of data and process.

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# Help Scout MCP with 12 Tools

Use these tools to interact directly with all aspects of your Help Scout account—from listing users to getting deep conversation transcripts.

#	TOOL	DESCRIPTION
01	<code>list_workflows</code>	Lists all the automated, predefined processes that run when certain triggers occur in the inbox.
02	<code>list_conversations</code>	Lists all currently active support tickets, useful for checking the immediate queue volume.
03	<code>list_customers</code>	Provides a directory listing of every customer registered in your help desk system.
04	<code>list_mailboxes</code>	Shows all the different support email addresses or inboxes that are configured for use.
05	<code>list_customer_ratings</code>	Retrieves a list of recent customer satisfaction scores to gauge overall service health.
06	<code>list_tags</code>	Displays all the available categorization tags that staff use when sorting conversations.
07	<code>list_staff_users</code>	Provides a directory of every support agent or user account within your help desk system.
08	<code>search_conversations</code>	Performs advanced keyword searches across your entire archive of conversation transcripts.
09	<code>update_convo_status</code>	Changes the operational status of a ticket, setting it to active, pending, or closed.
10	<code>create_convo_note</code>	Adds a private update visible only to internal team members on a specific conversation.
11	<code>get_conversation</code>	Retrieves all details, including the full transcript, for one specified support thread.
12	<code>get_customer</code>	Pulls up a customer's complete profile and interaction history by name or ID.

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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 active conversations in the 'Main' mailbox.



I've retrieved your active conversations. You have 5 threads requiring attention, including 'Refund request' from John, 'Feature question' from Maria, and 'API error' from David. Would you like to see the last message for any of these?

### **U** Search for conversations from 'john.doe@example.com'.



Searching Help Scout... I found 2 conversations for John Doe. One is 'Closed' regarding an old order, and the other is 'Active' regarding a new support query. Should I retrieve the full transcript for the active thread?

### **U** Add an internal note to conversation ID 12345: 'Confirmed with engineering, fix arriving tomorrow'.



Note added! I've successfully logged your update to conversation 12345. This note is internal-only and will not be seen by the customer. Would you like to set the status to 'Pending' while we wait for the fix?

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## Frequently Asked Questions

### **01** How do I use Help Scout MCP to find a customer's history?

You simply ask your agent to `get_customer`. It pulls the full profile, showing all past interactions instantly, so you don't have to search manually.

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**02 Can Help Scout MCP help me manage ticket statuses?**

Yes, you can use `update_convo_status` to change a conversation's status. This allows your agent to move the ticket from active to pending or closed with one command.

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**03 What if I need to see all my open tickets in Help Scout MCP?**

Run `list_conversations`. This tool gives you a real-time overview of the queue, letting your agent know exactly how many threads are waiting for attention.

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**04 Does Help Scout MCP allow me to add internal notes?**

Yes. Use `create_convo_note` to write private updates on a conversation. Only team members can see these notes, keeping customer-facing replies clean.

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**05 Is this connection limited to one type of ticket in Help Scout MCP?**

No. You can use `search_conversations` across your entire history, meaning you aren't restricted by date or specific mailbox types.

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**06 How do I get my Help Scout Access Token?**

You can generate an OAuth2 Access Token by creating an application in the **Help Scout Developer Portal** ([developer.helpscout.com](https://developer.helpscout.com)). Alternatively, if you are using a personal script, you can use the Client Credentials flow to obtain a token.

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**07 Can I add internal notes to conversations?**

Yes! Use the `create_convo_note` tool. You must provide the `conversation_id` and the text of your note. This allows you to collaborate with your team without the customer seeing the message.

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**08 How do I change the status of a support thread?**

Use the `update_convo_status` tool. Provide the conversation ID and the new status (active, pending, or closed). This helps you keep your mailbox organized.

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**09 Is the integration secure for managing support data?**

Absolutely. The integration uses industry-standard OAuth 2.0 Bearer tokens over HTTPS. Your credentials are encrypted and stored securely within the Vinkius Cloud infrastructure.







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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>"help-scout": { "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

# Help Scout 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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