

M C P S E R V E R

N O C O D E

C L O U D H O S T E D

HelpCrunch MCP for AI Agents

Automate customer support and CRM data entry

HelpCrunch MCP connects your customer support platform to your AI agent. It lets you manage live chats, update CRM profiles, and triage support tickets from a single interface. Stop switching between tabs and let your agent handle the data entry and communication for your team while keeping your records accurate.

A+ Quality Score 100/100

helpdesk

email-marketing

customer-engagement

crm

conversational-support

knowledge-base



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

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.

HelpCrunch MCP

12 tools available

Cloud-hosted on Vinkius

HelpCrunch connects your customer support platform to your AI agent so you can manage chats, update CRM profiles, and triage support tickets from a single interface. Instead of manually copying details from a chat window into a CRM, your AI agent can do it for you. You can have it pull up specific customer profiles, check their interaction history, and update their attributes in one go. It handles the repetitive stuff like moving tickets from open to pending or checking who is online in your support department. It's designed to give your agent a clear view of your support department so it can help you prioritize the right conversations. By using this on Vinkius, you get a direct line into your HelpCrunch data without the headache of building custom integrations. Your agent becomes a real coordinator that knows who your customers are and what they need. This means fewer tabs open and less time wasted on data entry. Your team can focus on solving problems while the agent handles the logistics of keeping the system updated and the queue moving.

Core Capabilities

01 — Fetch customer profiles

Get all the details for a specific user instantly.

03 — Send direct messages

Have your agent reply to customers in real-time.

05 — Check agent status

See who is online and what their current workload is.

07 — Filter customer searches

Find specific users quickly using different attributes.

02 — List active chats

See every ongoing conversation in your queue.

04 — Update ticket statuses

Change a chat from open to pending or closed.

06 — Create new customers

Add new users to your database with just a name and email.

One Click on Vinkius — From Prompt to Execution

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

- 01
- Subscribe to the MCP on Vinkius.
- 02
- Grab your API Key from the HelpCrunch developer settings.
- 03
- Connect it to your AI client and start asking questions about your customers.

The bottom line is you stop toggling between tabs and let your AI handle the data entry and chat management.

Built For

This is for support leads tired of manual data entry, customer success managers who need history fast, and sales reps looking for hot leads in live chats.

Support Team Lead

Uses this to triage chat queues and see team capacity without checking multiple dashboards.

Customer Success Manager

Updates user attributes and checks interaction history while staying inside their primary workspace.

Sales Representative

Identifies and creates new customer profiles directly from live chat interactions.

What Changes When You Connect

- 01
- Stop manual data entry by using `create_customer` and `get_customer_details` to keep your CRM updated automatically.
- 02
- Triage your queue faster by using `list_conversations` and `update_conversation_status` to move tickets to the right place.
- 03
- Get instant context for every chat by using `list_messages_in_chat` to see what the customer said before you joined.

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- | | |
|-----------|--|
| 04 | Know your team's capacity by using <code>list_team_agents</code> to see who's available to take on new high-priority requests. |
| <hr/> | |
| 05 | Find users in seconds by using <code>search_customers</code> instead of scrolling through endless rows of data in a dashboard. |
| <hr/> | |
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Real-World Applications

Checking team availability

A support lead needs to see who is online. They ask the agent to use `list_team_agents` to see who can take a VIP chat.

Updating user status

A success manager wants to update a user's status. They ask the agent to use `update_conversation_status` to change a chat to closed after a successful onboarding.

Creating new leads

A sales rep finds a new lead in a chat. They ask the agent to use `create_customer` to make a new profile so the sales team can follow up.

Reviewing chat history

A tech support agent needs history. They ask the agent to use `list_messages_in_chat` to see the previous troubleshooting steps.

Patterns to Avoid

Sending messages without a chat ID

✗ AVOID

Asking the agent to "send a message to the customer" without specifying which chat.

✓ INSTEAD

Use `list_conversations` first to get the ID, then use `send_chat_message`.

Manually typing out customer details

✗ AVOID

Copying an email and name into a new record one by one.

✓ INSTEAD

Use `create_customer` to let the agent handle the database entry for you.

Guessing who is available

X AVOID

Assigning a chat to a busy agent because you don't know their status.

✓ INSTEAD

Use `list_team_agents` to see real-time availability before assigning work.

The Right Fit

Use this if you need your AI to actually interact with your HelpCrunch data and perform actions like sending messages or updating CRM records. It's perfect for teams who want to move away from read-only AI and into do-it-for-me support. Don't use this if you only need to read your HelpCrunch data as a static source; a simple search tool would be enough. Also, don't use this if you aren't already using HelpCrunch as your primary support platform.

HelpCrunch MCP for Faster Customer Support Triage

Support teams usually spend hours jumping between chat windows and CRM tabs. They copy a customer's email, paste it into a search bar, find the right profile, and then try to remember what happened in the last three messages. It's a lot of clicking just to answer one simple question.

This MCP lets your agent do that work for you. It pulls the history, finds the right user, and updates the record in one step. You get a clean workspace where the agent handles the busy work.

HelpCrunch MCP for Automated CRM Data Entry

Manually updating customer attributes is a chore that most success managers hate. Every time a customer changes their plan or moves to a new office, someone has to find that record and type in the new details.

With this MCP, your agent updates the CRM as conversations happen. It turns manual data entry into a background task so your team can focus on actual human problems.

HelpCrunch 12 Tools for Customer Support

Use 12 tools to manage chats, update CRM records, and monitor your support team's capacity.

#	TOOL	DESCRIPTION
01	get_customer_details	Get a specific customer's profile information. It helps you see their history and details in one place.
02	list_team_agents	See a list of everyone on your support team. This helps you know who's available to take new chats.
03	list_conversations	See all your active customer chats. It's great for getting a bird's-eye view of your current queue.
04	list_customers	Get a full list of every customer in your system. Use this to see your entire user base at once.
05	list_departments	See all the different support departments. This helps you understand how your team is organized.
06	list_messages_in_chat	See the full history of a specific chat. It helps your agent understand the context of a conversation.
07	list_active_webhooks	See which webhooks are currently active. This is useful for checking your automated data flows.
08	search_customers	Find specific customers using different filters. It makes it easy to grab the right profile during a conversation.
09	send_chat_message	Send a reply to a customer from your agent. It lets you communicate directly within the chat window.
10	update_conversation_status	Change a chat status to open, pending, or closed. This keeps your queue organized and up to date.
11	create_customer	Make a new customer profile with a name and email. It saves you from manual data entry when a new lead signs up.
12	get_conversation_details	Get the specific details for a single chat. This gives the agent the context it needs to help.

See It in Action

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

U Who is currently online and what's our team's workload?



Here is the current status of the support team:

AGENT NAME	STATUS	CURRENT LOAD
Sarah Jenkins	Online	3 Active Chats
Mark Chen	Away	0 Active Chats
Elena Rodriguez	Online	1 Active Chat

Sarah seems to be the busiest right now. Would you like me to route the next ticket to Mark?

U Find the customer with email jane@example.com and show me their last 3 messages.



I found the profile for **Jane Doe** (ID: 789).

Recent Interaction History:

- "I'm having trouble accessing my billing portal."
- "Can you confirm if my last payment went through?"
- "I'm trying to update my credit card info but the page keeps refreshing."

Would you like me to send a reply to her regarding the billing portal?

U The customer in chat c_101 just paid. Update their status to closed.



Done! I've updated the status for chat **c_101** to **closed**. The system now reflects that this issue has been resolved.

Frequently Asked Questions

01 Can the HelpCrunch MCP send messages for me?

Yes, your agent can post replies directly to customer chats so you don't have to type every response. This allows for faster response times across your support team.

02 How does HelpCrunch MCP help with CRM updates?

It allows your agent to create new customer profiles and update existing ones based on your instructions. This keeps your database accurate without manual data entry.

03 Can I use HelpCrunch MCP to see who's available?

Yes, it can list all your team agents and their current status so you know who is free to take on more work at any given time.

04 Does HelpCrunch MCP work for email support too?

While it focuses on chat, it manages the customer profiles and conversation statuses that power your overall support experience.

05 Can I find specific customers with HelpCrunch MCP?

You can ask your agent to search for customers using filters like email or name to grab details instantly. It helps you get context before you start a conversation.

06 How do I generate an API Key in HelpCrunch?

Log in to your HelpCrunch account, navigate to **Settings** > **Developers** > **Public API**, and click **Generate New API Key** to obtain your token.

07 Can the agent respond to customers directly?

Yes! Use the ``send_chat_message`` tool to post replies into any active chat thread. The message will appear as coming from your agent account.

08 How do I search for a customer by email?

The ``search_customers`` tool allows you to perform lookups using filters like email, name, or external ID to retrieve specific user profiles.

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>"helpcrunch-alternative": { "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

HelpCrunch 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 →

vinkius.com · support@vinkius.com

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