

MCP SERVER

NO CODE

CLOUD HOSTED

# Helpwise MCP

## Manage All Customer Channels From Your AI Client

Helpwise connects your AI agent directly to shared customer inboxes for email, SMS, and WhatsApp support. It lets you manage full conversations, track contacts, and send replies across multiple channels without leaving your client environment.

**A+** Quality Score 100/100

shared-inbox

email-management

sms-support

whatsapp-integration

team-collaboration

customer-service



# 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.

# Helpwise MCP

7 tools available

Cloud-hosted on Vinkius

Managing modern customer service means handling communications everywhere: email, text messages, WhatsApp, and social media. This MCP gives your AI agent a unified view of all those shared inboxes. You stop jumping between dashboards to figure out who needs help or what the last message was. Your agent can list every connected mailbox, browse conversations across all channels, and even pull up full contact profiles before you write a single word. When a customer sends an SMS complaint, your AI client instantly sees it alongside their past emails. You don't have to switch accounts; you just talk to the MCP. This deep integration lets you handle everything from listing team members to sending outgoing replies—all within your preferred AI environment. If you're looking for robust communication tools that connect across platforms, check out the full catalog of integrations available on Vinkius.

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## Core Capabilities

### 01 — View all shared inboxes

List and get the status of every connected mailbox (email, SMS, WhatsApp) so you know where to look for messages.

### 02 — Track full message history

Browse specific conversations across any channel, showing the complete thread and who said what.

### 03 — Create new customer profiles

Build a clean contact record instantly using a customer's name or email address.

### 04 — Send replies through channels

Draft and send outgoing emails or messages directly from the shared inbox via your AI client.

### 05 — Manage team roster

Retrieve a list of all agents and team members linked to the account for context.

# One Click on Vinkius — From Prompt to Execution

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

- 01** First, subscribe to this MCP and input your unique Helpwise API Key and Secret into your client's settings.
- 02** Next, use a natural language prompt in your AI client—for instance, asking it to list all shared mailboxes or track a specific conversation ID.
- 03** The agent executes the required actions against the Helpwise platform and returns structured data, allowing you to continue managing support without leaving your workflow.

The bottom line is that you get cross-channel visibility into customer communications managed entirely through conversational prompts.

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## Built For

This MCP is built for the Customer Support Manager who needs a single view of all channels, or the Operations Lead whose job is managing team adherence and contact data across multiple systems. If you're tired of copying ticket numbers between different dashboards to keep context, this is for you.

### Customer Support Agent

You use it to pull up a customer's full chat history from WhatsApp or SMS and draft an immediate reply using the shared mailbox.

### Team Lead

You monitor which conversations are open, check team member availability, and see overall inbox activity without logging into the main helpdesk panel.

### Operations Manager

You audit communication history across all channels (email, SMS) or use it to create new customer records when a lead comes through an unindexed source.

## What Changes When You Connect

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- 01** Keep context unified. When a customer reaches out via SMS, your agent can immediately see their previous email thread and WhatsApp history using the `get_conversation_details` tool.

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  - 02** Save time on data entry. Instead of manually creating accounts, use `create_contact` to instantly build clean profiles for new leads or returning customers.

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  - 03** Total visibility over channels. The `list_mailboxes` tool lets you see if your support team is receiving messages through email, SMS, or WhatsApp—all in one prompt.

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  - 04** Respond without switching apps. You can draft and dispatch replies using the `send_email` tool, making sure the communication comes out of the correct shared mailbox.

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  - 05** Better team oversight. Use `list_team_members` to see who is available for support right now, helping you route tickets faster.
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## Real-World Applications

### Handling a multi-channel complaint

A customer first emails about an issue, then texts follow-up questions. Your agent uses ``list_mailboxes`` to confirm the email channel and ``get_conversation_details`` to pull up the full thread, allowing it to draft a single, comprehensive reply that addresses both channels.

### Team handoff and coverage check

A team lead needs to know who is on call. The agent uses ``list_team_members`` to get the roster, then uses ``list_conversations`` to audit open tickets that need attention from a specific colleague.

### Onboarding a new lead

A sales prospect sends an initial message via WhatsApp. Your agent uses ``list_mailboxes`` to identify the channel and then executes ``create_contact``, immediately building a clean profile before sending a personalized follow-up.

### Closing the loop after an issue

After investigating an account problem, your agent uses ``get_conversation_details`` on the support thread. Once resolved, it sends the final status update using ``send_email``, closing out the ticket cleanly.

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## Patterns to Avoid

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### Treating all communication as just email

#### X AVOID

The agent only checks the email inbox and misses a critical customer follow-up that arrived via WhatsApp.

#### ✓ INSTEAD

Always start by using ``list_mailboxes`` to confirm every channel is active, then use ``list_conversations`` to check all of them for open tickets.

### Starting from scratch on a customer

#### X AVOID

A new lead calls and gives their name. The agent forgets to create a contact record before sending the welcome packet.

#### ✓ INSTEAD

Always run ``create_contact`` first using the provided name and email details, ensuring the communication history is tied to a permanent profile.

### Getting overwhelmed by too much data

#### X AVOID

The agent tries to read every message in a 10-month conversation thread just to find one piece of information.

#### ✓ INSTEAD

Use ``get_conversation_details`` and ask your AI client to summarize the last three interactions or flag any mentions of 'billing' or 'refund'.

## The Right Fit

You need this MCP if managing customer support requires visibility across multiple communication channels (email, SMS, WhatsApp) and you want to manage that workflow entirely within your AI client. If your main pain point is context-switching between a helpdesk dashboard, an email provider, and a chat app, this solves it by consolidating the data streams. Don't use this if you just need to look up static information like internal knowledge base articles; those require a dedicated document search tool. Similarly, don't use this if your team only uses one channel (e.g., only Slack). This MCP is specifically built for multi-channel shared inboxes and CRM functions. It excels at reading conversation history ( `get_conversation_details` ) and maintaining records ( `create_contact` ), which are the core tasks of support operations.

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## Dealing with a dozen tabs just to answer one question

Today, answering a customer's simple query means juggling at least three different systems. You check your email inbox for the original ticket, switch to WhatsApp Web to see their follow-up text, and then open your CRM dashboard just to confirm if they already exist as a contact. Every time you copy an ID or click 'next tab,' you lose mental energy and risk missing context.

With this MCP, those separate systems become one conversation stream. Your AI agent reads the full picture—the email history, the SMS text, and the WhatsApp thread—all at once. You get immediate clarity on what happened, who talked to them last, and exactly how they feel about the issue.

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## Manage communication flows with Helpwise MCP

You no longer have to manually navigate through 'Email,' then 'SMS,' and then 'WhatsApp' tabs just to get a full picture. The system automatically organizes the threads, showing you all communications under one roof.

What's different now is that your agent doesn't need instructions on *where* to look; it knows the entire scope of channels available through `list_mailboxes` and pulls data from anywhere it needs to.

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# Helpwise: 7 Communication & Inbox Tools

Use these tools to manage contacts, list shared inboxes, track conversations across multiple channels, and send replies instantly.

#	TOOL	DESCRIPTION
01	<code>create_contact</code>	Creates and saves a brand-new contact profile within the Helpwise system.
02	<code>get_conversation_details</code>	Retrieves the full message history and context for one specific customer conversation thread.
03	<code>list_contacts</code>	Pulls a list of existing contacts stored in the Helpwise database.
04	<code>list_conversations</code>	Lists all active conversations within a specific shared mailbox.
05	<code>list_mailboxes</code>	Provides an overview of every connected, shared support inbox (email, SMS, WhatsApp).
06	<code>list_team_members</code>	Retrieves a list of all agents and team users linked to the account.
07	<code>send_email</code>	Sends an outgoing email or reply message using one of the connected shared mailboxes.

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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 all shared mailboxes and the latest conversations in the support inbox.



You have 4 shared mailboxes: 1) 'Support' (mailbox\_1, email, 12 open conversations). 2) 'Sales' (mailbox\_2, email, 5 open). 3) 'WhatsApp Business' (mailbox\_3, WhatsApp, 8 open). 4) 'Info' (mailbox\_4, email, 3 open). Latest conversations in 'Support': 1) 'Billing issue — double charge' from john@example.com (2 hours ago, 4 messages). 2) 'API integration help' from dev@techco.com (3 hours ago, 6 messages). 3) 'Password reset request' from sarah@company.com (5 hours ago, 2 messages). Would you like to read a specific conversation or send a reply?

### U Create a new contact for 'Maria Silva' and send her a welcome email from the support mailbox.



Contact created! Name: Maria Silva, Email: maria@example.com, ID: contact\_4521. Now sending welcome email via 'Support' mailbox (mailbox\_1)...  Email sent! To: maria@example.com, Subject: 'Welcome to Our Support', Body: Professional welcome message with onboarding links. The conversation will appear in the Support inbox once Maria replies. Would you like to list all contacts or send another email?

### U List all team members and show the full thread for the billing conversation.



Team members: 6 agents. 1) Sarah Chen (Admin, online). 2) Mike Torres (Agent, online). 3) Lisa Park (Agent, away). 4) James Rodriguez (Agent, offline). 5) Ana Müller (Agent, online). 6) Bot Agent (Automation). Billing conversation thread (conv\_8901, 4 messages): [Customer 2h ago]: 'I was charged twice for my subscription. Order #12345.' [Mike 1h30m ago]: 'I apologize for the inconvenience. Let me check your account.' [Customer 1h ago]: 'Please fix this ASAP, I need the refund.' [Mike 45m ago]: 'I've initiated a refund for the duplicate charge. You should see it within 3-5 business days.' Status: Awaiting customer confirmation. Would you like to send a follow-up or close this conversation?

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# Frequently Asked Questions

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## 01 How does Helpwise MCP handle different communication types?

Helpwise manages multiple channels by listing them all in the shared inboxes, including email, SMS, and WhatsApp. You can ask your agent to list all connected mailboxes to see what's active.

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## 02 Can Helpwise MCP automatically update contact records?

Yes. While you have to use the `create_contact` tool manually, it allows you to build new customer profiles instantly with details pulled from conversations.

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## 03 Does this MCP only work for emails?

No. It is designed for shared inboxes that pull data from multiple sources like SMS and WhatsApp, giving you a holistic view of all customer interactions.

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## 04 How do I see the full context of an old conversation using Helpwise MCP?

You use the `get_conversation_details` tool. This pulls every message in the thread, showing who sent it and when, regardless of whether it was a text or an email.

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## 05 Can I send replies from multiple channels using Helpwise MCP?

Yes. You use the `send_email` tool to dispatch messages through any connected shared mailbox, ensuring consistency across your support methods.







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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>"helpwise": { "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

# Helpwise 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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