

MCP SERVER

NO CODE

CLOUD HOSTED

# HubSpot Service Hub MCP

Know the full story on any customer issue.

HubSpot Service Hub MCP gives your AI agent instant, conversational access to all your CRM data. Need to track a support ticket's status? Check customer feedback scores? Search for specific contacts or manage deal pipelines—all without leaving your current workflow. This MCP lets you manage the entire customer journey and support lifecycle through natural language commands.

**A+** Quality Score 100/100

ticket-management

customer-feedback

support-pipelines

service-automation

csat



# 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.

# HubSpot Service Hub MCP

6 tools available

Cloud-hosted on Vinkius

You can connect this MCP to any compatible AI client to pull data directly from HubSpot CRM. Instead of juggling multiple tabs, you simply ask your agent questions about your business relationships or open issues. You'll get immediate visibility into contacts, companies, and deals—plus the full support ticket history for every customer. Need to know what stage a deal is in? Or find out if a specific support case needs follow-up? Your AI agent handles it. It can search existing tickets by keyword, list all recent customer feedback scores, or even create an entirely new record, like logging a complaint or advancing a deal's status. This deep integration means you get full CRM visibility through conversation, making Vinkius the central place to manage your complex data streams.

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## Core Capabilities

### 01 — Search and View Customer Issues

Find specific support cases by keyword or check all open tickets at a certain pipeline stage.

### 03 — Manage Deal Progress

List all current deal stages or create a new sales opportunity within your pipeline.

### 05 — Update Case Status

Advance an existing support ticket's status or change its priority when work progresses.

### 02 — Track Customer Satisfaction

List recent survey submissions, including the customer's rating (NPS/CSAT) and response content.

### 04 — Create Support Records

Log a brand new support ticket, specifying the subject, priority, and related department stage.

# One Click on Vinkius — From Prompt to Execution

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

- 01 You connect your AI agent to this MCP via Vinkius, granting conversational access to HubSpot data.
- 02 Your agent processes a request—for example, 'What's the status of Acme Corp's biggest issue?'
- 03 The MCP executes the necessary tool calls (like searching tickets or listing feedback) and returns structured, actionable data to your AI client.

The bottom line is you get a single conversational layer over all your core CRM functions.

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## Built For

Anyone who spends time switching between the ticketing system, the sales pipeline, and internal databases. If you're tired of opening five different tabs just to answer one customer question, this is for you.

### Support Agent

Needs to create new tickets quickly or look up past feedback scores without navigating through complex menus.

### Sales Manager

Wants a real-time overview of the entire sales pipeline, checking for stalled deals or required owner assignments.

### RevOps Analyst

Needs to pull specific metrics, like counting tickets at 'Waiting on Us' stage or running reports on recent customer ratings.

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## What Changes When You Connect

- 01 Stop clicking through dashboards. You can ask your agent to find a specific deal or support case using `hs_search_tickets`, getting the answer instantly in conversation.
- 02 Measure true satisfaction immediately. Use `hs_list_feedback` to pull NPS and CSAT scores, letting you analyze customer sentiment without exporting CSVs.

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- 03** Keep sales moving. You can manage your pipeline by listing deal stages with `hs_ticket_pipelines`, ensuring everyone knows the current process flow.
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- 04** Speed up support resolution. Instead of logging into the portal, use your agent to create new cases instantly via `hs_create_ticket` when a customer contacts you.
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- 05** Maintain data accuracy. When a case changes status or priority, run `hs_update_ticket` directly through conversation instead of manually updating records.
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## Real-World Applications

### **A support agent needs to check if the client has complained before.**

The agent asks their AI agent: 'Show me all feedback for Acme Corp.' The agent uses `hs_list_feedback`, pulling up the customer's last two survey scores and letting the agent know exactly what the complaint is about.

### **RevOps needs a count of all pending issues in the queue.**

The analyst asks: 'How many tickets are currently waiting on our team?' The agent uses `hs_tickets_by_status`, giving them an exact number and list, pinpointing bottlenecks.

### **A sales rep needs to advance a lead deal that was just presented.**

The rep asks: 'Update the Enterprise Package deal status.' The agent uses `hs_update_ticket` to move the stage forward, logging the progress and notifying the manager automatically.

### **A manager needs to quickly find a customer's issue history.**

The manager asks: 'Find the ticket for John Smith regarding billing.' The agent uses `hs_search_tickets`, pulling up the subject, priority, and current status from across all records.

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## Patterns to Avoid

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### Trying to find a specific deal stage.

#### ✗ AVOID

Searching through general contacts for a 'Deal' field. This only gives you basic contact data; it doesn't show pipeline movement or status history.

#### ✓ INSTEAD

Use ``hs_ticket_pipelines`` first to see all available stages, then use the agent to search your deals directly to understand where that specific opportunity sits.

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### Updating a ticket without knowing the current stage.

#### ✗ AVOID

Attempting to change the status of a case to 'Closed Won' when it hasn't even passed the 'Presentation Scheduled' phase. This breaks data integrity.

#### ✓ INSTEAD

Always check the available stages using ``hs_ticket_pipelines`` first, then use ``hs_update_ticket`` in sequence (e.g., move to 'Waiting on Us,' then later to 'Closed Won').

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### Reporting on customer satisfaction without context.

#### ✗ AVOID

Pulling a list of contacts and assuming they are all happy. This ignores the critical feedback data attached to their account.

#### ✓ INSTEAD

Run ``hs_list_feedback`` before making assumptions. The agent will pull up the actual score, type (NPS/CSAT), and content so you know exactly what needs fixing.

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## The Right Fit

Use this MCP if your daily work requires stitching together data from HubSpot's CRM features—specifically managing tickets, tracking deal flow, or reviewing customer feedback. You need an AI agent that acts as a single point of truth for the entire customer lifecycle.

Don't use it if you only need to read general company information (like just a list of contacts). For simple data retrieval without status changes, connecting a basic contact management tool might suffice. But if your job involves *action*—creating records, advancing stages, or analyzing open queues—this MCP is non-negotiable.

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## The Pain of Juggling HubSpot Tabs

Right now, checking on a customer means opening the main contact record. Then you jump to the Tickets tab to see if there's an open case. If that doesn't help, you switch over to the Deals section to check the pipeline stage. Finally, you might have to go to a separate dashboard just to see their recent survey score. It's a messy 30-second click dance every time.

With this MCP, those five tabs disappear. You just ask your agent: 'What's happening with Acme Corp?' The answer comes back in one conversational block, pulling the ticket status, the deal progress, and even their last NPS score—all without you lifting a finger.

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## HubSpot Service Hub MCP Gives You Conversational Status Updates

You no longer have to manually track when a case needs status progression or which stage it's stuck at. If you tell your agent the case moved forward, it uses `hs_update_ticket` instantly, updating the record and moving the needle.

The difference is that data doesn't just sit in silos anymore; it flows through conversation. You get immediate operational visibility into every customer touchpoint.

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# HubSpot Service Hub: 6 Tools

These six tools let you programmatically create, search, update, and analyze all aspects of support tickets and the sales pipeline using natural language.

#	TOOL	DESCRIPTION
01	<code>hs_create_ticket</code>	Creates a new support ticket in HubSpot Service Hub using a subject, description, and defined pipeline details.
02	<code>hs_tickets_by_status</code>	Retrieves all open tickets that match a specific pipeline stage for queue analysis or workload review.
03	<code>hs_list_feedback</code>	Pulls customer feedback survey data, showing the name, score, type (NPS/CSAT), and response content.
04	<code>hs_ticket_pipelines</code>	Lists all available support pipelines in HubSpot, including necessary stage IDs for accurate ticket management.
05	<code>hs_search_tickets</code>	Searches all open and closed tickets by a keyword or subject to find specific customer issues quickly.
06	<code>hs_update_ticket</code>	Modifies an existing ticket's status, priority, subject line, or owner assignment as the case moves forward.

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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 Search for contacts at Acme Corp



### 👥 Contacts at Acme Corp

NAME	EMAIL	PHONE	LIFECYCLE
John Smith	john@acme.com	+1 555-0123	Customer
Sarah Chen	sarah@acme.com	+1 555-0456	Lead

## U Create a deal: Enterprise Package \$50,000



### ✅ Deal Created!

- Name: Enterprise Package
- Amount: \$50,000
- Pipeline: Sales Pipeline
- Stage: Appointment Scheduled

## U Show me the deal pipeline stages



### 📊 Sales Pipeline

1. Appointment Scheduled
2. Qualified to Buy
3. Presentation Scheduled
4. Decision Maker Bought-In
5. Contract Sent
6. Closed Won ✅
7. Closed Lost ❌

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# Frequently Asked Questions

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## 01 Can HubSpot Service Hub MCP help me track open support tickets?

Yes, you can use ``hs_search_tickets`` to find a specific case by keyword or subject. You can also run ``hs_tickets_by_status`` to see how many tickets are waiting at a certain stage.

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## 02 How do I know the correct pipeline stages for HubSpot Service Hub MCP?

You must first call ``hs_ticket_pipelines``. This tool lists all current support pipelines, giving you the necessary stage labels and IDs needed for creating or filtering tickets.

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## 03 What if I need to update a ticket's priority through HubSpot Service Hub MCP?

You use ``hs_update_ticket``. This tool lets you change the status, elevate the priority (HIGH/MEDIUM/LOW), or change the subject line of an existing case.

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## 04 Does this MCP handle customer feedback and scores?

Yes. You can use ``hs_list_feedback`` to retrieve survey results directly, pulling back details like the survey type (NPS/CSAT) and the actual rating score.

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## 05 Is HubSpot Service Hub MCP good for sales pipeline tracking?

It's perfect. You can list deals or check specific stages using the capabilities provided by this MCP, keeping your sales process visible within conversation.







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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>"hubspot-service-hub": { "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

# HubSpot Service Hub 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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