

MCP SERVER

NO CODE

CLOUD HOSTED

Infobip MCP

Send messages, update profiles, and track delivery status.

Infobip (Omnichannel Communications) connects your AI agent to global messaging, customer profiles, and communication logs. Send verified SMS, WhatsApp Business, or HTML emails from one conversation thread. Manage audience data in the People CDP, check delivery reports for accuracy, and ensure compliance with GDPR deletions.

A+ Quality Score 100/100

omnichannel

sms-notifications

whatsapp-business

email-api

customer-profiles

delivery-intelligence



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

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.

Infobip (Omnichannel Communications) MCP

10 tools available
Cloud-hosted on Vinkius

Need to communicate globally but hate switching between CRM dashboards, email clients, and messaging platforms? This MCP lets your AI agent handle all of it using natural conversation. You'll manage customer profiles across multiple channels—like updating a person's name or creating a new marketing record—and dispatch messages instantly. Whether you need high-priority SMS to an international number, a professional WhatsApp update, or a formatted email blast, it works seamlessly from your AI client. It also gives you deep visibility into how those messages perform; check real-time delivery reports and inspect logs to confirm everything reached its target carrier. Plus, if privacy laws change, the agent executes irreversible data erasure requests right in the People CDP. Connect this MCP through Vinkius and stop treating communications as a series of siloed tasks.

Core Capabilities

01 — Manage Customer Profiles

Create, update, or retrieve detailed customer records within the People CDP to personalize outreach.

03 — Dispatch SMS Messaging

Send high-priority, international SMS messages directly from a natural language prompt.

05 — Audit Communication History

Review logs of sent SMS messages and track detailed delivery reports for performance monitoring.

02 — Send WhatsApp Messages

Dispatch verified WhatsApp messages using professional session parameters through your agent.

04 — Send HTML Email Campaigns

Generate and send structured, formatted emails using the Infobip API.

06 — Ensure Data Compliance

Execute irreversible data erasure requests on specific customer profiles to meet GDPR standards.

One Click on Vinkius — From Prompt to Execution

Available at vinkius.com/mcp/infobip-omnichannel-communications — connect your AI agent in three steps.

- 01** First, subscribe to this MCP and provide your Infobip Base URL and API Key.
- 02** Next, tell your AI client the task: 'Send a WhatsApp message to X' or 'Update the email for user Y'.
- 03** The agent executes the command using the appropriate tool, sending the message or updating the record immediately.

The bottom line is you talk to your AI client like a human and it handles all the complex communication routing and profile management behind the scenes.

Built For

Marketing Operations teams who spend too much time checking delivery dashboards. Support Leads tired of manually sending incident updates via multiple channels. Any developer needing to test omnichannel message flows without writing a single script.

Support Lead

Uses the agent during an active outage to rapidly send critical customer status updates via WhatsApp or SMS.

Marketing Operations Specialist

Runs audience checks, listing all people in the CDP, and then sends personalized email campaigns based on profile traits.

Developer/System Integrator

Tests message payloads across different channels (SMS, WhatsApp) and retrieves detailed proxy logs to validate routing logic.

What Changes When You Connect

- 01** Centralized Communication: You don't need separate tools for SMS, WhatsApp, or email. Your agent handles all three channels from one conversation, keeping your workflow focused.

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- 02** Real-Time Delivery Visibility: The `get_delivery_reports` tool tracks message handoffs across global carriers, so you know exactly when and why a message fails to deliver.
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- 03** Data Governance: Need GDPR compliance? Use `delete_crm_person` to permanently erase profiles. Or use `upsert_crm_person` to build out structured records for marketing segments.
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- 04** Efficiency Boost: Instead of manually writing API calls or running scripts, you simply ask your agent to perform actions like sending a WhatsApp message or listing people using natural language.
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- 05** Deep Profiling: The system lets you go beyond simple name changes. You can use `get_person_details` and `list_crm_people` to pull complex, nested traits for hyper-personalized communication.
-

Real-World Applications

Handling a High-Priority Incident Alert

A support lead needs to notify 50 clients about an outage. Instead of mass emailing and hoping they see it, the agent first uses `list_crm_people` to pull the affected audience list, then dispatches rapid updates via `dispatch_whatsapp_message` or high-priority SMS.

Auditing a Failed Campaign

A campaign failed partially. The agent reviews the results by calling `get_delivery_reports` to see which numbers were rejected, and then uses `list_sms_logs` to pull exact failure IDs for follow-up.

Running a Targeted Re-engagement Campaign

The marketing team wants to reach users who haven't logged in. The agent uses `list_crm_people` to find the target group, then dispatches tailored HTML emails and updates their profile status using `upsert_crm_person`.

Maintaining Data Integrity Post-Exit

A customer requests account deletion. The agent immediately executes the `delete_crm_person` tool, guaranteeing irreversible data erasure and keeping compliance logs accurate.

Patterns to Avoid

Treating it like a general messaging API

X AVOID

Trying to use this MCP just to send simple text messages without tracking or profile context.

✓ INSTEAD

Always start by defining the recipient using ``list_crm_people`` and confirm their details with ``get_person_details``. This ensures your communication is targeted, not just broadcasted.

Ignoring compliance needs

X AVOID

Sending messages to an old profile without checking if the customer opted out or requested deletion.

✓ INSTEAD

Before sending any message, check for retention flags and use ``delete_crm_person`` when required. This keeps your communication queue clean and compliant.

Relying on single-channel updates

X AVOID

Sending a critical update only via email because it's easiest, missing the user who relies solely on WhatsApp for alerts.

✓ INSTEAD

Use your agent to coordinate communications across multiple channels. Dispatch an HTML email and follow up with a high-priority SMS message in one go.

The Right Fit

Use this MCP if your primary pain point is coordinating communications across diverse, regulated channels—SMS, WhatsApp, Email—while simultaneously managing the source data (profiles/CDP). You need to know *who* you're talking to and *if* it's okay to talk to them. Don't use this if you just need a simple SMS sender; that's too narrow. If your goal is simply logging or tracking without profile management, consider dedicated analytics tools. This MCP excels when the message dispatch (e.g., `dispatch_whatsapp_message`) must be informed by the customer record (`get_person_details`) and validated for compliance (`delete_crm_person`).

Keeping up with global communication rules is a nightmare.

Right now, sending an international update means logging into your CRM to find the customer ID. Then you open a separate email tool and write the content; if that fails, you have to switch tabs to use WhatsApp or SMS, manually pasting contact numbers. It's a painful sequence of clicks, copy-pastes, and error messages.

With this MCP, your agent handles the entire lifecycle in one conversation. You tell it the goal —'Alert these 50 people about the outage.' The agent pulls the audience list using `list_crm_people`, personalizes the message, sends it across WhatsApp, SMS, and email, and even gives you a report showing exactly which ones failed to deliver.

Send messages and manage profiles with Infobip (Omnichannel Communications)

The tedious parts that vanish are the manual profile lookups, the cross-platform switching, and writing basic logging scripts. You don't have to manually run checks like `get_delivery_reports` or write a multi-step API script just to update one field.

You simply ask your agent. It handles the complexity of routing messages globally, updating records in the People CDP (`upsert_crm_person`), and ensuring you stay compliant—all without ever leaving your chat interface.

Infobip (Omnichannel Communications) 10 Tools

These ten tools let your agent manage full-cycle communication: sending multi-channel messages, updating user records, and auditing delivery logs.

#	TOOL	DESCRIPTION
01	<code>upsert_crm_person</code>	Creates or updates a customer profile in the CDP by adding structured data attributes.
02	<code>delete_crm_person</code>	Permanently deletes a specific customer profile from the CDP to ensure privacy compliance.
03	<code>get_delivery_reports</code>	Retrieves deep internal metrics, showing how messages moved through various global carrier networks.
04	<code>get_person_details</code>	Fetches complete structural details for a specific person's profile within the CDP.
05	<code>list_sms_logs</code>	Retrieves a log of all sent SMS messages over a defined period, including message IDs.
06	<code>list_crm_people</code>	Lists and enumerates existing structured customer profiles to identify target audiences.
07	<code>dispatch_html_email</code>	Sends a formatted email message using the Infobip API structure.
08	<code>dispatch_sms_message</code>	Routes and provisions an SMS payload for secure international delivery via Infobip.
09	<code>dispatch_whatsapp_message</code>	Sends a message to Meta WhatsApp APIs after validating the recipient's routing space.
10	<code>update_person_name</code>	Changes specific web CRM parameters for an existing person record in the CDP.

See It in Action

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

U Send an SMS to +123456789: 'Your verification code is 5544'



Dispatching SMS... I've sent the message to +123456789. The Message ID is 'sms-abc-123'. I can monitor the delivery report for you if you'd like to confirm it was received.

U List all people in our CDP with the first name 'Alex'



I've scanned your People CDP and found 3 profiles matching 'Alex': 1) Alex Smith (ID: p-123), 2) Alex Johnson (ID: p-456), and 3) Alex Rivera (ID: p-789). Would you like the full details for any of them?

U Show me the delivery reports for today's SMS campaign



Retrieving delivery reports... For today's messages, 92% were successfully delivered, 5% are still pending, and 3% failed due to invalid numbers. I can provide the exact Message IDs for the failures if you need to audit them.

Frequently Asked Questions

01 How does Infobip (Omnichannel Communications) MCP handle GDPR deletion?

It handles it by executing the `delete_crm_person` tool. This function permanently vaporizes specific CDP profiles, ensuring you meet data erasure requirements.

02 Can I send multiple types of messages with Infobip (Omnichannel Communications) MCP?

Yes, your agent can coordinate across channels. You can dispatch SMS using `dispatch_sms_message`, professional WhatsApp updates via `dispatch_whatsapp_message`, and formatted HTML emails.

03 What if I need to check the history of sent SMS messages?

You use the `list_sms_logs` tool. It retrieves explicit cloud logging, allowing you to track what was sent, when it was sent, and its message ID.

04 Is Infobip (Omnichannel Communications) MCP only for marketing?

No. You can use the CDP functions (`get_person_details`, `list_crm_people`) to manage customer profiles for any purpose, including support or operational alerts.

05 Does this MCP help me update a user's name?







Yes. You use the `update_person_name` tool to mutate global Web CRM parameters and modify specific people identifiers in the CDP.

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>"infobip-omnichannel-communications": { "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

Infobip (Omnichannel Communications) 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 · support@vinkius.com

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