

MCP SERVER

NO CODE

CLOUD HOSTED

Kustomer MCP

Audit full customer history, from chat to email.

Kustomer gives your AI client deep access into customer support data. It lets you list full customer records, audit conversations across email, chat, and social media, and search complex historical timelines. You can pull up a person's entire service history—everything from the initial ticket to every follow-up message.

A+ Quality Score 100/100

omnichannel-support

customer-360

support-automation

conversation-history

crm-integration



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.

Kustomer MCP

10 tools available

Cloud-hosted on Vinkius

When you connect your agent to Kustomer, you gain immediate access to a client's complete support file. Forget jumping between email systems, chat logs, and social platforms just to understand what happened last week. This MCP pulls it all together into one view.

Your AI can pull up a customer's full profile, grabbing everything from their custom attributes to their lifetime interaction history. You can list recent conversations across every channel—be it email or live chat—and drill down into the message details for any specific support exchange. Need to know what happened three months ago? You can perform deep searches across the entire customer timeline using complex filters.

It's all about context. The agent doesn't just read data; it understands the complete service history, which is crucial for auditing compliance or simply getting up to speed on a high-value client. Because Vinkius hosts this MCP, your AI can call Kustomer alongside other services in one go, giving you a single pane of glass view of customer interactions.

Core Capabilities

01 – Retrieve Customer Profiles

Pull up a client's complete record, including custom details and full history.

03 – Deep Timeline Search

Run complex searches across a customer's entire interaction history using detailed filters.

05 – Identify Support Resources

List active support queues and available agents within Kustomer.

02 – Audit Support Interactions

List and review all support conversations from email, chat, or social channels.

04 – Review Message History

Get the full, sequential message log for any specific conversation or ticket.

One Click on Vinkius — From Prompt to Execution

Available at vinkius.com/mcp/kustomer — connect your AI agent in three steps.

- 01 Subscribe to this MCP and generate a Bearer API Key from your Kustomer account settings.
- 02 Provide the key in the Vinkius configuration panel so your agent can authenticate with the service.
- 03 Tell your AI client what you need—for example, 'Show me all open conversations for customer XYZ.' The agent uses the tools to pull and summarize the data.

The bottom line is that your AI can use Kustomer's native functions via natural language prompts without needing direct access credentials or manual API calls.

Built For

Customer support operations managers and compliance analysts need this. If you spend time piecing together a customer's history from five different dashboards, this MCP saves hours of clicking and copying.

CX Operations Manager

Reviews the entire service journey for high-value clients to ensure compliance and identify process gaps.

Support Analyst

Quickly audits a specific conversation by pulling up all messages, agents involved, and related queues without leaving their primary dashboard.

Technical Support Specialist

Looks up agent contact info or support queue definitions to correctly route complex issues into the proper channel.

What Changes When You Connect

- 01 Stop relying on fragmented data. By using the `get_customer_profile` tool, your agent pulls all client attributes and history into one spot, giving you a true 360-degree view without switching tabs.

-
- 02 Compliance checks become simple. Instead of manually gathering records, use the `list_conversation_messages` tool to pull every message sent during a specific support interaction for immediate auditing.

 - 03 Improve triage speed. The agent can check all defined support queues using `list_support_queues`, allowing you to instantly know where an issue needs to be routed before submitting a ticket.

 - 04 Deep investigation is easy. Use the powerful `search_kustomer_timeline` tool, which lets you apply complex filters across years of data to find that one critical interaction.

 - 05 Never lose context again. The ability to list recent support conversations means your agent always knows what's open and who it's assigned to via `list_support_conversations`.
-

Real-World Applications

A high-value client complains about inconsistent service.

The CX Manager needs to know exactly why a Platinum member is upset. They ask their agent, 'Show me all interactions for customer X.' The agent uses ``get_customer_profile`` and ``search_kustomer_timeline``, delivering a full timeline that reveals the billing error from two months ago and the chat support failure last week.

Onboarding a new support agent.

A manager needs to teach a new team member about internal processes. They ask their agent to ``list_support_queues`` and ``list_kustomer_agents``, getting an immediate rundown of available departments, who's on the payroll, and where tickets belong.

Investigating a potential data breach or miscommunication.

A compliance team needs to audit all communication related to sensitive data. They ask their agent to ``list_conversation_messages`` for specific dates, immediately retrieving the full message logs from every channel, making auditing fast and precise.

Checking if a client was previously flagged for issues.

Before making a sales call, you need to know the full context. You ask your agent to ``list_kustomer_customers`` to find the ID, then run ``search_kustomer_timeline`` with filters like 'negative sentiment' or 'escalation' to surface any past problems.

Patterns to Avoid

Trying to summarize data without context.

X AVOID

Asking the AI client, 'What did the customer say?' This vague prompt fails because it doesn't specify which conversation or time period you care about. The agent cannot pull a meaningful answer.

✓ INSTEAD

Be specific and use the tools: First, ask your agent to ``list_support_conversations`` for the date range. Then, tell it to 'Show me the messages from that conversation using ``get_conversation_details``.' This gives clear boundaries.

Assuming a single data source is enough.

X AVOID

Only checking the customer's name via basic profile lookup. This misses critical details like which specific support queue they were in or what custom attributes apply to them.

✓ INSTEAD

Always use ``get_customer_profile`` and follow up with ``list_data_klasses`` if you need to know about non-standard data points attached to the customer record.

Running into connection errors mid-audit.

X AVOID

The agent fails to pull any data, leaving the user stuck and unsure why. This usually means the API key is expired or incorrect.

✓ INSTEAD

Before running a complex query, ask your agent to ``check_kustomer_api_status``. If it reports an issue, fix the key first. This prevents wasted time.

The Right Fit

Use this MCP if your primary job involves deep historical investigation of customer service interactions across multiple channels (email, chat, social). You need to audit a full life cycle—from initial contact through resolution and subsequent follow-ups. If you only need to check basic user credentials or pull data from a single system that isn't Kustomer, this MCP is overkill; use a simpler authentication tool instead. However, if your workflow requires synthesizing customer sentiment based on conversation messages (using `list_conversation_messages`) and combining that with their full profile details (`get_customer_profile`), then this is essential.

The pain of piecing together a single customer story.

Today, understanding the full picture means jumping through hoops. You open your ticketing system to see the ticket creation date. Then you switch to the chat platform to check for live messages. Next, you have to manually cross-reference social media logs in a separate tab just to confirm who spoke to whom and about what. It's tedious copy-pasting across five different dashboards.

With this MCP, that manual labor disappears. Your agent doesn't click anything; it executes the necessary calls behind the scenes. You get one cohesive summary detailing every touchpoint—all messages, all statuses, all people involved—instantly.

Kustomer provides full support context.

You no longer have to separately query the customer's core details and then run a separate search for their history. The agent uses `get_customer_profile` alongside `search_kustomer_timeline` in one natural prompt, merging attributes with historical events.

This means your AI can provide contextually accurate answers immediately. You don't just get raw data; you get the actionable summary of a customer's entire journey.

Kustomer: 10 Tools for Support Automation

Use these tools to access specific parts of the Kustomer platform—from listing customer IDs to retrieving full message logs—all through natural language commands.

#	TOOL	DESCRIPTION
01	<code>list_kustomer_customers</code>	Gets a list of all customer IDs, which is necessary for starting any audit or lookup.
02	<code>get_customer_profile</code>	Pulls the full details and attributes for one specific client ID.
03	<code>list_support_conversations</code>	Retrieves a list of recent support interactions across all channels.
04	<code>get_conversation_details</code>	Fetches the general information and status for one specific conversation ticket.
05	<code>list_conversation_messages</code>	Lists every message sent within a particular support conversation, chronologically.
06	<code>list_support_queues</code>	Provides the names and details of active support queues (like Billing or Technical Support).
07	<code>list_kustomer_agents</code>	Lists all user accounts who work as agents within Kustomer.
08	<code>search_kustomer_timeline</code>	Performs a deep search across the customer's entire history using complex filter criteria.
09	<code>list_data_klasses</code>	Lists custom data types (Klasses) that are used to store specific, non-standard information about customers.
10	<code>check_kustomer_api_status</code>	Verifies if the Kustomer API connection is currently operational and working correctly.

See It in Action

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

U List the 10 most recent support conversations in Kustomer



I've retrieved the latest 10 conversations. 4 are currently 'Open' and assigned to agents, while 6 are 'Done'. Would you like to audit the messages for the open ones?

U Show the full profile for customer '65a4b3c2d1e0f'



Retrieved profile for Jane Doe. She is a 'Platinum' member with a lifetime value of \$1,200. Her last contact was via Email 2 days ago regarding a shipping delay.

U Search the timeline for customers from 'Brazil'



Searching timeline... I found 15 customers associated with 'Brazil'. 10 have active conversations. Would you like a list of their email addresses?

Frequently Asked Questions

01 How do I list all customers using Kustomer MCP?

You use the `list_kustomer_customers` tool. This provides a comprehensive list of every unique ID in your account, which you need before pulling any detailed profiles or running audits.

02 Can I only get messages for one conversation with Kustomer MCP?

No, you can retrieve specific conversations using `list_support_conversations`, and then pull the full log of every message within that chat history by calling `list_conversation_messages`.

03 What is the best way to audit a customer's data with Kustomer MCP?

The most complete method involves three steps: first, use ``get_customer_profile`` for attributes; second, run ``search_kustomer_timeline`` for historical events; and third, review specific messages using ``list_conversation_messages``.

04 Does Kustomer MCP help me find out what queues are active?

Yes. Use the ``list_support_queues`` tool to get a complete list of all active support categories, like Billing or Technical Support, ensuring you route tickets correctly.

05 Is Kustomer MCP better than just using the native Kustomer UI?







It's faster and more flexible. Instead of navigating menus in the UI, your agent performs complex data retrieval—like deep timeline searches—in seconds via natural language prompts.

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>"kustomer": { "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

Kustomer 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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