MCP SERVER | NO CODE | CLOUD HOSTED

Lucidya MCP

Monitor Social Chatter and Customer Profiles

Lucidya connects your AI agent directly to deep customer intelligence platforms. This MCP lets you monitor brand mentions across Twitter or Instagram, analyze public sentiment in real-time, and pull unified customer profiles from the CDP using natural language commands.

A+ Quality Score 100/100

social-listening | sentiment-analysis | customer-intelligence | brand-monitoring | social-media-analytics | text-analysis

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vinkius.com/mcp/lucidya

SCAN TO VIEW

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.

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.

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.

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	Ed25519	24h TTL	V8 Isolate
Encryption at rest	PKI vault signatures	Ephemeral session keys	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.

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.

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.

06 — Honeytoken Trap System

Phantom credentials are injected into isolated environments. If a honeytoken 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.

Agent Activity

Which AI clients are connecting, how often, and what they're doing — real-time session tracking.

FinOps

Cost tracking per tool, payload compression savings, budget optimization signals, and consumption trends.

Tool Health

Slowest and most error-prone tools, with actionable root-cause insights and performance baselines.

Firewall & DLP

PII redaction activity, sensitive data protection counters, and security event timeline.

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.

Lucidya MCP

7 tools available
Cloud-hosted on Vinkius

Need to know what people are saying about your brand? Lucidya gives your AI client eyes on social media conversations and a deep dive into your customer records. Instead of jumping through multiple dashboards, you just ask your agent a question—like 'What's the overall mood around our new product?'—and get an immediate, actionable answer.

This MCP pulls data from social listening tools, lets agents check specific customer interactions, and even analyzes text to detect nuances like different Arabic dialects. It's how you move beyond just seeing a metric and actually understand *why* the metric is high or low. Because we host this on Vinkius, your agent connects once and gains access to all these social intelligence tools right from any compatible client.

Core Capabilities

01 — Monitor Social Media Activity

List active monitors across various platforms or get full status details for a specific listening monitor.

02 — Analyze Public Sentiment

Determine the emotional tone—positive, negative, or neutral—from any piece of text written by a customer.

03 — Retrieve Customer Records

Fetch complete profiles and interaction histories for specific customers from your Customer Data Platform (CDP).

04 — Review Service Performance Metrics

Query key performance indicators (KPIs) related to customer service operations.

05 — Detect Text Dialects

Identify the specific regional dialect when analyzing Arabic language text strings.

One Click on Vinkius — From Prompt to Execution

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

01 Subscribe to this MCP and input your unique Lucidya API Token into Vinkius.

02 Connect your preferred agent (like Cursor or Claude) to the Vinkius catalog.

03 Ask your AI client a natural language question—for example, 'Show me the customer profile for user X'—and the agent executes the necessary tool calls.

The bottom line is that you talk to your AI agent like talking to a teammate who already knows where all the data lives.

Built For

Brand Managers, CX Teams, and Data Analysts need this. If you spend half your day copy-pasting metrics from Twitter into a spreadsheet just to figure out if people are happy or angry, you're wasting time.

Brand Manager

You use the MCP to monitor social mentions and quickly run sentiment analysis on competitor activity without writing any code.

Customer Experience Lead

You retrieve unified customer profiles directly from the CDP, giving your team a full view of interactions across all channels in one spot.

Data Analyst

You automate the extraction of social metrics and perform advanced AI-driven sentiment logging into your existing workflow.

What Changes When You Connect

01 Stop guessing about brand health. By using the `analyze_text_sentiment` tool, your agent instantly tells you if public reactions are positive or negative, giving real-time insight.

02 Get a single source of truth for every user. The `get_customer_profile` tool pulls all interaction histories and unified data from the CDP into one place for review.

03 Keep track of everything without manual checks. You can use `list_social_monitors` to see the status of every active monitoring stream across multiple platforms.

04 Deep dive into service issues using `get_omniserve_analytics`. This tool lets your agent query specific KPIs, telling you exactly where customer support is struggling right now.

05 Handle global communication complexity. If you receive text in Arabic, the `detect_arabic_dialect` tool pinpoints the region immediately, helping route it to the right team.

Real-World Applications

Figuring out why a campaign failed.

The Brand Manager asks their agent: 'Show me all mentions from last week and run sentiment analysis.' The agent uses `list_social_monitors` to gather the data, then runs `analyze_text_sentiment`, revealing that negative chatter spiked right after the pricing change.

Investigating a specific customer complaint.

The CX Lead asks: 'What's everything we know about user ID 456?' The agent uses `get_customer_profile` to pull interaction history, cross-referencing service tickets with social mentions for a complete view.

Auditing the current monitoring setup.

The Data Analyst asks: 'What monitors are running?' The agent uses `list_social_monitors` and then `get_monitor_details`, providing a clean report on which streams need attention or updating.

Tracking regional market sentiment.

The team receives incoming messages in Arabic. Instead of guessing the origin, the agent first runs `detect_arabic_dialect` before pulling the profile using `get_customer_profile`, ensuring accurate localized support.

Patterns to Avoid

Jumping through API calls

✗ AVOID

Trying to piece together a customer story by running three separate manual API queries: one for mentions, one for service tickets, and one for profile details.

✓ INSTEAD

Use your agent to combine these steps. Ask the agent to 'Get the full profile' (using `get_customer_profile`) after checking if the relevant monitors are active (`list_social_monitors`). The MCP handles the sequence.

Ignoring text nuances

✗ AVOID

Running sentiment analysis on a complex Arabic message without knowing its dialect, leading to misinterpretation of regional slang or phrasing.

✓ INSTEAD

Always run `detect_arabic_dialect` first. This confirms the language context before you send the text to `analyze_text_sentiment` for accurate scoring.

Missing service performance context

✗ AVOID

Only looking at social mentions and failing to connect that bad sentiment spike back to a known system failure or high ticket volume.

✓ INSTEAD

Run `get_omniserve_analytics` alongside your sentiment checks. This connects the public feeling directly to the internal operational metrics.

The Right Fit

Use this MCP if your core problem is synthesizing data from disparate sources—specifically social media, customer records (CDP), and internal service logs. You need an agent that can follow a multi-step investigative process: first list monitors, then analyze sentiment, then pull the profile. Don't use it if you just need to read raw JSON or run simple text searches; for that, a direct API integration is fine. However, if your workflow requires interpreting 'Why did this happen?' by correlating social emotion with customer history and service performance metrics, this MCP is exactly what you need.

The Daily Grind of Data Correlation

Today, analyzing a brand's reputation feels like detective work. You check Twitter for mentions, copy the text into a separate sentiment tool to get a score, then switch tabs to pull customer IDs from your CDP just to see if that person complained before. It’s endless clicking, and you always feel like you're missing one critical piece.

With this MCP, you tell your agent what question you need answered—for instance, 'How is our service doing among users who mentioned us last month?' The agent handles the entire chain: it monitors mentions, checks the sentiment, pulls the historical profile, and compiles a single answer for you.

Lucidya MCP Brings Intelligence to Your Fingertips

Manual data collection involves separately listing social monitors, running `analyze_text_sentiment` on snippets of text, and then manually cross-referencing the resulting customer IDs with your internal records.

Now, you just ask for an overview. The agent coordinates all those tools—from monitoring to CDP access—in one single query. It's instant intelligence, not a series of laborious steps.

Lucidya with 7 Tools

These tools let your AI client perform specific actions: from checking monitor status to pulling detailed customer records and analyzing text sentiment.

#	TOOL	DESCRIPTION
01	`get_omniserve_analytics`	Pulls key performance indicators regarding customer service interactions.
02	`list_cdp_customers`	Generates a list of all available customer profiles within the CDP.
03	`detect_arabic_dialect`	Analyzes text and specifies which particular Arabic dialect it belongs to.
04	`get_customer_profile`	Retrieves the complete, detailed record for a single customer profile.
05	`get_monitor_details`	Fetches specific metadata and status information about one social media monitor.
06	`list_social_monitors`	Retrieves a list of all currently active or inactive social media monitors set up in the platform.
07	`analyze_text_sentiment`	Determines if a given piece of text is positive, negative, or neutral in tone.

See It in Action

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

U List all my social media monitors in Lucidya.

I've retrieved your monitors. You have 5 active monitors, including 'Competitor Tracking', 'Brand Mentions', and 'Campaign Launch 2024'.

U Analyze the sentiment of this text: 'I am extremely happy with the new product release!'.

The AI analysis confirms a Positive sentiment for that text, with a high confidence score of 0.98.

U Show the customer profile for ID 'cust-123' in the Lucidya CDP.

I've fetched the profile for customer cust-123. They have interact with your brand 12 times across Twitter and Intercom, with an overall sentiment score of 0.85 (Neutral-Positive).

Frequently Asked Questions

01 **How do I use Lucidya MCP for sentiment analysis?**

You simply ask your agent to analyze the text you provide. The `analyze_text_sentiment` tool returns whether the tone is positive, negative, or neutral, along with a confidence score.

02 **Can I get a full customer history using Lucidya MCP?**

Yes. Use the `get_customer_profile` tool and provide a unique customer ID. The agent pulls all gathered interaction data from the CDP into one detailed view.

03 **What kind of social media monitoring can I do with Lucidya MCP?**

You can list all monitors using `list_social_monitors` or get status updates for a single stream using `get_monitor_details`. This shows you if your tracking is active and working.

04 **Does Lucidya MCP help with non-English text?**

Absolutely. If the text is Arabic, use `detect_arabic_dialect` to identify the specific regional dialect first, ensuring accurate interpretation before running sentiment checks.

05 **Can I see service performance data from Lucidya MCP?**

Yes. Use the `get_omniserve_analytics` tool to query KPIs for your customer service department, helping you spot bottlenecks that social chatter might be pointing toward.

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 `"lucidya": { "url": "…" }`
Windsurf	MCP Settings → `mcp_settings.json` → 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

Lucidya 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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