

MCP SERVER

NO CODE

CLOUD HOSTED

Okendo Reviews MCP

Analyze customer feedback without leaving your AI client.

Okendo Reviews MCP manages all your customer feedback, social proof, and product ratings directly from your AI agent. It gives you deep insight into everything customers are saying—from star ratings and full reviews to unanswered questions and uploaded photos. Stop opening multiple dashboards; let your agent pull all that critical e-commerce data into a natural conversation.

A+ Quality Score 100/100

customer-reviews

social-proof

feedback-loop

ratings

customer-engagement

product-feedback



The connectivity layer between AI and the world's software.



Vinkius sits between AI and every application. All communication passes through Vinkius Cloud via the Model Context Protocol (MCP) — with governance, observability, and security at every layer.

Your AI Connections Run Through Vinkius Cloud

The world's largest
managed MCP catalog

Vinkius is the connectivity layer where AI connects 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.

Okendo Reviews MCP

10 tools available

Cloud-hosted on Vinkius

Your agent connects to this MCP, giving it read access to your Okendo account's customer feedback loop. Instead of logging into the review dashboard or pulling reports via CSV, you simply ask for insights. You can get overall store ratings and product-specific metrics at a glance. Need to know what people are asking about? List all customer questions and check their answers. You can even pull specific photos or videos customers uploaded with their reviews—great for marketing material. The entire catalog of available tools is managed by Vinkius, making it simple to connect your preferred AI client and start analyzing data immediately.

Core Capabilities

01 — Get overall store ratings

Instantly retrieve the current star rating and total review count for your entire site.

03 — List recent customer reviews

Fetch a list of the latest submitted customer ratings, complete with titles and body content.

05 — View all tracked products

See a list of every product integrated into Okendo so you know exactly what data is available for analysis.

02 — Analyze specific product feedback

Pull detailed review information, including text, star rating, and metrics, for any single product you track.

04 — Identify common questions and answers

Get lists of frequently asked customer questions and the official answers provided on your site.

One Click on Vinkius — From Prompt to Execution

Available at vinkius.com/mcp/okendo-reviews — connect your AI agent in three steps.

- 01 Subscribe to this MCP and enter your unique Okendo Subscriber ID (Store ID).
- 02 Connect the credentials to your AI client.
- 03 Ask your agent a question, like 'What's our average rating?' or 'List 5 recent reviews.' The agent uses the tools to pull the data into your chat.

The bottom line is, you get real-time, actionable customer feedback without ever leaving your AI client interface.

Built For

E-commerce managers who are sick of clicking through multiple dashboards to compile a weekly review summary. Marketing teams who need to quickly identify the best products and media for social campaigns. Customer support staff who need to monitor product feedback trends without opening the help center.

E-commerce Manager

Checks ``list_reviews`` or ``get_aggregate_ratings`` to track site health and identify sudden drops in customer sentiment.

Marketing Specialist

Uses the MCP to gather specific photos and videos via ``list_review_media``, then pulls product metrics using ``get_okendo_product_details`` for campaign planning.

Customer Support Lead

Monitors unanswered questions by calling ``list_customer_questions`` so the team can write documentation to resolve common issues.

What Changes When You Connect

- 01 Stop manually compiling site performance metrics. With `get_aggregate_ratings`, you pull the current store rating and total review count instantly, right in your chat window.

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- 02** Pinpoint product weak spots quickly. Instead of sifting through hundreds of comments, use `get_okendo_product_details` to compare ratings across your entire catalog.
-
- 03** Streamline customer service responses. By using `list_customer_questions`, you see exactly which questions are unanswered, letting your team prioritize documentation updates.
-
- 04** Turn reviews into marketing assets. The MCP lets you call `list_review_media`, gathering links to customer-uploaded photos and videos for social campaigns—no manual downloads required.
-
- 05** Deep dive into specific feedback. If a review is confusing or critical, use `get_review_details` with the unique ID to get every piece of metadata attached to that single submission.
-

Real-World Applications

Product team needs to know why sales dipped last month.

The agent first calls `list_reviews` for the top 5 products. Then, it uses `get_okendo_product_details` on those specific IDs to filter reviews by negative keywords ('size', 'breakage'). This quickly shows if quality concerns are trending and helps prioritize product fixes.

Support team needs to update the FAQ section.

The support lead runs `list_customer_questions` and notices three unanswered questions regarding returns. They then use `get_question_details` on one of those IDs to gather enough context to write a perfect, authoritative answer.

Marketing team needs content for a paid ad campaign.

They use the MCP to call `list_review_media`. The agent compiles links to the best-rated customer photos, allowing them to quickly pass curated assets to a designer. This is much faster than manually browsing the gallery.

Manager needs an immediate health check before a meeting.

The manager asks the agent for the store rating. The MCP calls `get_aggregate_ratings` and immediately provides the score (e.g., 4.8/5 stars, based on 1250 reviews), giving them instant authority in the discussion.

Patterns to Avoid

Assuming data availability

X AVOID

Asking 'What are our Q&A details for Product X?' when the system needs a specific Question ID.

✓ INSTEAD

First, use `'list_customer_questions'` to get all available question IDs. Then, pass one of those unique IDs into `'get_question_details'` so the agent knows exactly what data you want.

Asking for general product reviews

X AVOID

Just saying 'Tell me about the best products.' without telling the MCP which category or ID to check.

✓ INSTEAD

First, run `'list_okendo_products'` to get all IDs. Then, iterate through that list and call `'get_okendo_product_details'` for each one you want a comparison on.

Confusing Q&A with general reviews

X AVOID

Asking the agent to find product feedback from the review section when the user actually meant the support-driven question/answer format.

✓ INSTEAD

If you want a specific customer question, use `'list_customer_questions'` and then follow up with `'get_question_details'`. Don't mix these tools.

The Right Fit

Use this MCP if your primary pain point is synthesizing complex, unstructured social proof data. You need to move beyond simple analytics and want actionable insights—like knowing *why* the rating dropped or what specific questions are confusing customers right now. This is for teams that manage e-commerce content, marketing campaigns, or customer service documentation. Don't use this if you just need basic website traffic numbers (that requires a different tool) or if you only care about internal sales data; this MCP focuses entirely on the public feedback loop. If your goal is merely to count total products sold, this isn't it.

Dealing with scattered customer complaints is tedious.

Right now, if a product manager wants to know about recent issues, they have to log into the Okendo dashboard. They filter by date, then scroll through reviews looking for keywords like 'broken' or 'small'. Then, they copy those quotes and paste them into an internal spreadsheet—a process that takes at least 30 minutes.

With this MCP connected via Vinkius, you just ask your agent: 'What are the three most common complaints in recent reviews?' The agent pulls the data using `list_reviews` and instantly summarizes the top pain points for you. It's immediate insight instead of manual data entry.

Okendo Reviews MCP provides instant, actionable feedback.

You no longer have to switch between tabs—the reviews tab, the Q&A section, and the product details page. You don't need to copy text from one source just to paste it into another system for analysis.

Now, your agent handles all that cross-referencing. It pulls ratings via `get_aggregate_ratings` and compares them against specific product feedback using `get_okendo_product_details`. The intelligence is centralized, letting you act on data immediately.

Okendo Reviews: 10 Tools for E-commerce Feedback Data

Use these ten tools to gather specific customer data, including ratings, questions, and media assets. Your agent uses them together to give you comprehensive e-commerce intelligence.

#	TOOL	DESCRIPTION
01	<code>get_aggregate_ratings</code>	Retrieves a summary of your store's overall star rating and review count.
02	<code>get_okendo_product_details</code>	Gets specific review metrics, ratings, and feedback for any product ID you provide.
03	<code>get_question_details</code>	Fetches the full text and details of a single customer question using its unique identifier.
04	<code>get_review_details</code>	Retrieves all metadata for a specific review, including who wrote it and when.
05	<code>get_store_settings</code>	Pulls high-level configuration details about your Okendo account setup.
06	<code>list_question_answers</code>	Lists the official answers that have been provided in response to customer questions.
07	<code>list_review_media</code>	Gathers a list of any photos or videos uploaded by customers as part of their reviews.
08	<code>list_okendo_products</code>	Provides an inventory list of all products that have been integrated with Okendo.
09	<code>list_customer_questions</code>	Lists recent questions asked by customers on your site, including the question title and date.
10	<code>list_reviews</code>	Gathers a list of customer reviews, showing key details like star rating and review title.

See It in Action

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

U Show me the 5 most recent customer reviews.



Retrieving recent reviews... I found 5 new ratings: four 5-star reviews and one 4-star review. Customers are highlighting 'Excellent build quality' and 'Fast shipping'. Would you like to read the full body of the 4-star review?

U What is the overall star rating for our store?



Fetching aggregate ratings... Your store currently has an overall rating of 4.8 stars based on 1,250 reviews. This is a very strong score! Shall I provide the aggregate ratings for your top 3 products as well?

U List the recent questions asked by customers on the site.



Retrieving Q&A... I found 3 new questions regarding 'Size and Fit' and 'International Shipping'. 2 of these questions are currently unanswered. Would you like to see the details so you can prepare a response?

Frequently Asked Questions

01 How do I use the Okendo Reviews MCP to find all customer photos?

You call `list_review_media` and specify the time frame or product ID. This tool will return a list of links to every photo or video uploaded by customers for review.

02 What is the difference between listing reviews and getting product details using Okendo Reviews MCP?

Listing reviews (`list_reviews`) gives you a summary list (title, rating, date) of many submissions. Getting product details (`get_okendo_product_details`) focuses on one specific product to pull all its associated metrics.

03 Can I find out if my store has an overall high rating using Okendo Reviews MCP?

Yes, simply use the `get_aggregate_ratings` tool. It provides a single figure for your total star count and the number of reviews contributing to that score.

04 Does Okendo Reviews MCP help me respond to questions?

The MCP helps you find the data needed to write a response by calling `list_customer_questions` or `get_question_details`, but it doesn't post the answer itself.

05 How many tools are in the Okendo Reviews MCP?







There are ten specialized tools that allow your AI agent to access every corner of your customer feedback data, from ratings to site settings.

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>"okendo-reviews": { "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

Okendo Reviews 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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