

MCP SERVER

NO CODE

CLOUD HOSTED

# Pendo MCP

## Analyze User Behavior & Guide Performance

Pendo lets your AI agent manage product engagement and user behavior analysis. Get detailed performance metrics on in-app guides, look up visitor profiles, audit page tags, and analyze account metadata directly from natural conversation.

**A+** Quality Score 98.33/100

product-adoption

user-engagement

in-app-guides

behavioral-analytics

customer-insights

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

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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.

# Pendo MCP

10 tools available  
Cloud-hosted on Vinkius

Connect Pendo to any AI client through Vinkius's MCP catalog to take full control of your user journey data. Instead of juggling multiple dashboards or writing complex API queries, you talk to your agent and it handles the heavy lifting. Your agent can list every in-app guide you created and pull up its performance metrics immediately. Want to see what a specific visitor did? Just ask your AI client for their profile details. It connects that activity to their overall account and shows you exactly which pages they viewed last month. You can even audit all the tags on your site or check if a new feature is properly marked up. This means product teams get rapid answers about user behavior, turning days of manual reporting into instant conversations.

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## Core Capabilities

### 01 — Analyze Guide Performance

Retrieve viewing statistics and performance metrics for specific in-app guides.

### 02 — Review Visitor Activity

Get detailed profiles, property lists, and activity histories for any individual visitor or user account.

### 03 — Inventory Product Tags

List all defined pages, features, applications, and metadata schemas used to track product usage.

### 04 — Audit User Segments

See a list of saved user segments so you know which groups you are targeting or analyzing.

# One Click on Vinkius — From Prompt to Execution

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

- 01 Subscribe to the Pendo MCP and enter your integration key through Vinkius.
- 02 Direct your AI agent (like Cursor or Claude) to access this Pendo toolset.
- 03 Ask your agent natural language questions, such as 'What is the completion rate for our onboarding guide?'

The bottom line is you get instant, conversational answers about user behavior without writing a single query.

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## Built For

Product Managers and Growth Engineers need this. They're tired of waiting for data science to build reports on where users are dropping off. This MCP lets them run live behavioral audits right from their agent, making the difference between guessing why a feature fails and knowing exactly which tag is missing.

### Product Manager

Checks guide performance metrics or verifies if a new feature has been correctly tagged before launch.

### Customer Success Manager

Looks up detailed visitor activity and account metadata during high-stakes support calls to give the client a full picture of their usage history.

### Growth Engineer

Audits existing user segments and metadata schemas while implementing new tracking events for better data capture.

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## What Changes When You Connect

- 01 Know exactly why users drop off. You can request the performance metrics for a guide, like 'get\_pendo\_guide\_metrics', so you see real click-through rates instantly.

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- 02 Stop guessing about user identity. Use 'get\_pendo\_visitor' to pull up a visitor's full profile and view their recent activity in seconds.

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  - 03 Maintain data integrity across your product. You can list all tagged pages or features using 'list\_pendo\_pages' or 'list\_pendo\_features' to audit coverage.

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  - 04 Keep track of your audience focus. Listing segments with 'list\_pendo\_segments' keeps you oriented on who needs attention and why.

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  - 05 Understand your data structure instantly. Use 'list\_pendo\_metadata\_schema' to see exactly what information is available for visitors and accounts.
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## Real-World Applications

### Troubleshooting a Feature Adoption Dip

A PM notices that the adoption rate for the new reporting module dropped last week. They ask their agent to list all pages and features tagged on the reporting module, then specifically check the 'get\_pendo\_guide' details on the associated tutorial. The agent quickly reports which critical tracking tags are missing from key onboarding steps.

### Auditing Product Launch Readiness

A Growth Engineer is preparing for a major site redesign. They ask their agent to list all metadata schemas ('list\_pendo\_metadata\_schema') and then run 'list\_pendo\_applications' to ensure every necessary data point can be captured across the new platform.

### Investigating a High-Value User Problem

A CSM receives an urgent support ticket from a VIP client. They use their agent to look up the visitor profile via 'get\_pendo\_visitor', immediately confirming the user's role, account status (using 'list\_pendo\_account'), and all pages they viewed in the last month.

### Analyzing Segment Effectiveness

A PM needs to know if their marketing efforts are reaching the right people. They ask the agent to list saved user segments ('list\_pendo\_segments') and then check guide metrics for a segment-specific tutorial using 'get\_pendo\_guide\_metrics'.

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## Patterns to Avoid

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### Forgetting to check scope

#### ✗ AVOID

Asking the agent, 'What are my user data?' and getting an unhelpful list of possible tools without knowing what's actually tracked.

#### ✓ INSTEAD

Be specific. Ask your agent to use 'list\_pendo\_metadata\_schema' first. This tells you exactly which properties—like role or subscription tier—you can retrieve for a visitor using 'get\_pendo\_visitor'.

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### Mixing up user types

#### ✗ AVOID

Assuming that an account's data is the same as a single visitor's actions, leading to incomplete reports.

#### ✓ INSTEAD

Differentiate your calls. Use 'get\_pendo\_visitor' for transient session data and 'get\_pendo\_account' when you need persistent organizational details.

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### Ignoring the guide lifecycle

#### ✗ AVOID

Reporting low engagement without confirming if the guides themselves are still active or configured correctly.

#### ✓ INSTEAD

First, run 'list\_pendo\_guides' to confirm existence. Then check performance with 'get\_pendo\_guide\_metrics' before drawing any conclusions.

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## The Right Fit

Use this MCP if your primary need is deep, behavioral analysis of how users interact with specific parts of the product—like guides or new features. You need to know *why* a user completed (or didn't complete) a task and what they saw right before failing. Don't use this if you simply need basic analytics like total daily signups; other, simpler reporting tools handle that. However, don't assume it handles everything. For instance, while 'list\_pendo\_pages' shows *what* pages exist, the MCP won't tell you *why* a user viewed them—you still need to interpret the behavioral data provided by 'get\_pendo\_visitor'. This tool is about connecting that raw behavior to your business questions.

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## The Manual Process of Product Adoption Audits

Today, if a PM wants to know why users are dropping off during checkout or ignoring an onboarding guide, they open the Pendo dashboard. They click through multiple tabs: one for segment performance, another for page views, and then cross-reference that with visitor metadata. This process takes hours of clicking, filtering, and copying data into a spreadsheet just to get a preliminary answer.

With this MCP, you ask your agent, 'Show me the drop-off points on checkout.' The agent automatically runs multiple calls—checking guide performance via 'get\_pendo\_guide\_metrics', cross-referencing visitor profiles using 'get\_pendo\_visitor', and checking page tags ('list\_pendo\_pages')—and spits out a clear, actionable summary. You get the answer in seconds.

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## Pendo MCP: Instant Behavioral Deep Dives

The manual steps of cross-referencing 'list\_pendo\_segments' with specific feature tags ('list\_pendo\_features') and then trying to match that data back to a single user profile are gone. You simply ask your agent for the segment performance metrics or details on an account using 'get\_pendo\_account'.

This capability means product iteration moves at the speed of conversation, not the speed of manual reporting.

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# Pendo MCP with 10 Tools

These tools let you retrieve specific data points from your Pendo account, including visitor profiles, guide metrics, and full lists of tagged features.

#	TOOL	DESCRIPTION
01	<code>get_pendo_account</code>	Retrieves specific details about a single user account.
02	<code>list_pendo_features</code>	Provides a list of every product feature currently tagged for tracking.
03	<code>get_pendo_guide_metrics</code>	Pulls performance metrics, like views and completion rates, for an in-app guide.
04	<code>get_pendo_guide</code>	Fetches detailed information about a specific in-app guide.
05	<code>get_pendo_visitor</code>	Gets the complete profile and activity history for an individual visitor.
06	<code>list_pendo_applications</code>	Lists all major applications that are being tracked within your Pendo subscription.
07	<code>list_pendo_guides</code>	Retrieves the names and details of all guides defined in Pendo.
08	<code>list_pendo_metadata_schema</code>	Lists available schemas to understand what metadata points are trackable for accounts and visitors.
09	<code>list_pendo_pages</code>	Retrieves a list of all pages that have been tagged in your product setup.
10	<code>list_pendo_segments</code>	Displays the names and definitions of saved user segments you use for audience targeting.

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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** List all active guides in my Pendo account.



I've retrieved 12 guides. Notable ones include 'New Feature Announcement', 'Onboarding Checklist', and 'Satisfaction Survey'. Which one would you like to see metrics for?

**U** Get metadata for visitor 'user@example.com'.



Visitor 'user@example.com' is associated with account 'Global Corp'. Their properties include role: 'admin', trial\_end: '2026-12-01', and they have viewed 45 pages in the last 30 days.

**U** Show me the performance metrics for the guide 'guide\_98765'.



Guide 'guide\_98765' has been viewed by 1,250 unique visitors with a 68% click-through rate and 45% completion rate.

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## Frequently Asked Questions

**01** What is the difference between `list_pendo_pages` and `list_pendo_features`?

`list_pendo_pages` gives you a list of every physical page on your site that has tracking enabled. `list_pendo_features` lists specific, discrete functions or components within the product that are also tracked.

**02** Can I use Pendo MCP to track real-time user activity?

The MCP pulls historical and aggregated data about user activities via `'get_pendo_visitor'`. It helps you analyze past behavior patterns, rather than streaming live events.

**03 Does the Pendo MCP require I have administrator access?**

You need a connected Pendo subscription and an integration key. The agent uses those credentials to pull data based on your assigned permissions within Pendo.

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**04 How do I check if my new feature is tracked?**

Run 'list\_pendo\_features' first to see all existing tags, then ask the agent to list tagged pages ('list\_pendo\_pages') to verify placement.

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**05 What data can I get for a visitor using Pendo MCP?**

You can retrieve detailed properties and activity history. This includes seeing their role, account status, and viewing history via 'get\_pendo\_visitor'.

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**06 How do I find my Pendo Integration Key?**

In Pendo, navigate to **Settings** > **Integrations**. There you can find or generate your Integration Key for API access.

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**07 Can I see real-time statistics for my guides?**

Yes! Use the `get\_pendo\_guide\_metrics` tool with a Guide ID to retrieve live data on views, clicks, and completion rates.

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**08 Does this support looking up individual user metadata?**

Absolutely. Use the `get\_pendo\_visitor` tool to retrieve all identified properties, account association, and activity history for a specific user ID.

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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



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 `"pendo": { "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

# Pendo 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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