MCP SERVER | NO CODE | CLOUD HOSTED

Salesforce Service Cloud MCP

Manage ticket history and knowledge base in conversation.

Salesforce Service Cloud MCP connects your AI client directly into Salesforce Service Cloud. It lets you manage customer support cases, search internal knowledge articles, and track team performance metrics—all through natural conversation. Instead of navigating multiple tabs or writing complex queries, you simply ask your agent to find a case number, check the full history on a ticket, or count how many high-priority issues are open right now.

A+ Quality Score 100/100

case-management | ticket-resolution | knowledge-base | support-metrics | customer-service | internal-comments

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vinkius.com/mcp/salesforce-service-cloud

SCAN TO VIEW

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.

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.

Salesforce Service Cloud MCP

8 tools available
Cloud-hosted on Vinkius

This MCP lets you handle customer support workflows without ever leaving your chat window. When an issue comes in, your client can instantly search through Salesforce Knowledge articles for documented solutions. If the problem is complex, you don't just get an answer; you can check the full case history, seeing every internal note and public comment that built up over time. You can also create new cases immediately—specifying if it came from web forms or a phone call, and setting its initial priority. Need to know how busy your team is? Ask for aggregate metrics by status and priority. Vinkius makes connecting this powerful system easy; you just connect your client once, and the whole catalog becomes available.

It's about having an expert support agent built right into your conversation flow.

Core Capabilities

01 — Search for solutions

Quickly find internal knowledge articles using natural language queries.

02 — Analyze case volume

Get counts of open cases, grouped by status (New, Working) and priority (High, Medium).

03 — View full ticket history

Retrieve all public and internal comments attached to a specific support case.

04 — Initiate new issues

Create a brand-new support case, defining its priority, origin, and linking it to the correct customer record.

05 — Update ticket status

Advance a case's lifecycle stage or escalate its urgency directly.

One Click on Vinkius — From Prompt to Execution

Available at **vinkius.com/mcp/salesforce-service-cloud** — connect your AI agent in three steps.

01 Connect your AI client to the Vinkius Marketplace using this MCP. This gives your agent direct access to all Salesforce Service Cloud data.

02 Ask your agent a question, like 'Show me all open high-priority cases.' The tool runs the necessary queries against the live case records.

03 Your client returns structured data (like a table or summary) detailing the exact status and count of the issues you asked about.

The bottom line is you get immediate, conversational insights into your entire support queue without writing any code.

Built For

This is for Operations Managers and Support Leads who are tired of manually cross-referencing dashboards, historical records, and current ticket queues just to report on team health. It lets you move from 'What's wrong?' to 'Here's the answer' in seconds.

Support Agent

Resolves customer issues by checking case history and finding relevant solutions in knowledge articles without logging into Salesforce.

Customer Service Manager

Gets an instant, accurate health check on the support queue—for example, counting all escalated cases or seeing volume trends for the week.

Success Team Lead

Investigates a customer's entire journey by looking up all past case interactions and identifying critical points of failure.

What Changes When You Connect

01 Resolve issues faster by instantly searching the Knowledge Base. Instead of manually checking documentation, you ask your agent to find articles on a topic like 'password reset' and get direct links and summaries.

02 Get an immediate view of queue health using sf_case_metrics. You can ask for a breakdown—for example, how many Medium priority cases are stuck in the 'Working' status right now—without running complex reports.

03 Never lose context again. When you need to review a ticket, use sf_case_comments to pull up every comment, whether it was an internal note or something the customer saw.

04 Keep your data clean by using sf_update_case. You can move a case from 'New' to 'Working' and escalate its priority with a single command, logging the progress automatically.

05 Streamline intake processes by using sf_create_case. If you get an email alert, you tell your agent to create it immediately, setting the correct origin and high priority.

Real-World Applications

Diagnosing a slow-moving outage

A Success Team Lead needs to know why a customer's issue has been open for three days. Instead of opening the ticket and scrolling, they ask their agent to check sf_case_comments for all internal notes, immediately seeing which department last touched it and why.

Handling an emergency spike

The CS Manager notices a sudden increase in high-priority tickets. They prompt the agent to run sf_case_metrics, instantly getting a quantitative breakdown of how many issues are open by status (e.g., 'Escalated') and priority.

Onboarding a new support rep

A training session requires the agent to find documentation on a rare error code. The trainee simply asks for it, and the system uses sf_search_knowledge to pull up the exact, current internal article.

Logging customer feedback mid-call

A Support Agent finishes a call and needs to log both an action (sf_update_case) and a follow-up task. They tell their agent to update the case status to 'Working' and add a comment detailing the next steps.

Patterns to Avoid

Manual Status Checks

✗ AVOID

A manager has to open 20 different tickets, check the status field on each one, and then manually tally up how many are 'Working' vs. 'Escalated'. This takes ten minutes.

✓ INSTEAD

Instead, ask your agent to run sf_cases_by_status for 'Working.' The system returns a count instantly, so you get the full picture in seconds.

Searching for Answers

✗ AVOID

A new agent gets stuck and wastes time searching through old wiki pages or asking a peer who is busy. They can't find the official policy.

✓ INSTEAD

Use sf_search_knowledge to query the system. The tool reads published articles directly, providing the correct, up-to-date answer every time.

Creating Records

✗ AVOID

A customer calls in and requires a new ticket, but the agent forgets to note down the origin or priority level correctly.

✓ INSTEAD

Tell your agent to use sf_create_case. You specify the subject, description, and even that it came from 'Phone' with 'High' priority, ensuring data integrity from the start.

The Right Fit

Use this MCP if your primary job revolves around structured customer support records: cases, tickets, documented knowledge, and measurable team throughput. If you need to know *what* happened, *when* it changed, or *how many* times something occurred, this is for you. Don't use it if your core workflow involves unstructured data like summarizing emails from multiple sources without creating a formal ticket record. For those kinds of cross-

platform summarization tasks, look into general document ingestion tools instead.

The headache of status tracking

Today, if you want to know the true health of your support queue, you open the dashboard. You filter by priority. Then you click on 'Working' cases to see how many there are. Sometimes you have to drill down into specific teams or statuses just to get a headcount. It’s repetitive clicking and toggling between tabs.

With this MCP, you stop clicking through dashboards. You tell your agent: 'Give me the breakdown of all open tickets by status.' The system handles the complex query and hands you an immediate, actionable metric report.

Getting a full case history with sf_case_comments

Manually tracking a ticket means opening the case record, scrolling through comments until you find the internal notes, and then maybe checking the public feed for customer replies. It’s a forensic process that takes minutes of focused effort.

Now, simply asking your agent to retrieve the case history pulls everything together—the internal action items alongside the customer-facing dialogue. You get the full story, every time.

Salesforce Service Cloud: 8 Tools Available

Use these tools to manage the entire lifecycle of a customer support issue, from initial creation and status updates to deep historical analysis.

#	TOOL	DESCRIPTION
01	`sf_add_case_comment`	Adds either an internal note or a public response to update the conversation thread on a support case.
02	`sf_create_case`	Creates a new support ticket, allowing you to specify its subject, priority (High/Medium/Low), and where it originated from.
03	`sf_case_comments`	Retrieves the complete conversation thread for any case, showing both private agent notes and public customer comments.
04	`sf_case_metrics`	Generates a summary report detailing how many cases are open at every combination of status and priority.
05	`sf_cases_by_status`	Lists all current support tickets that share the same operational status, useful for focusing on 'New' or 'Escalated' work.
06	`sf_search_cases`	Searches the entire case database using a number or subject line to locate specific customer issues quickly.
07	`sf_search_knowledge`	Searches Salesforce's built-in knowledge base for documented answers and articles related to a given topic.
08	`sf_update_case`	Changes the progress of an existing case, such as moving it from 'New' to 'Working' or raising its priority level.

See It in Action

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

U How many open P1 cases do we have?

🎟️ **Open Case Metrics**

STATUS	PRIORITY	COUNT
New	High	3
Working	High	7
Escalated	High	2

⚠️ **12 high-priority cases** currently open

U Find a knowledge article about password reset

📚 Found 3 articles:

1. **How to Reset Your Password** — Step-by-step guide
2. **Password Policy FAQ** — Requirements and best practices
3. **Two-Factor Authentication Setup** — Adding extra security

U Create a high-priority case: Login page returning 500 error

✅ **Case Created!**

- Subject: Login page returning 500 error
- Priority: High
- Status: New
- Origin: Web

Frequently Asked Questions

01 **How can I find out how many high-priority cases we have?**

Use sf_case_metrics to generate an aggregate report. This tool counts all open cases and groups them by both status and priority, giving you a precise count of your P1 backlog.

02 **What is the best way to check if a solution exists?**

Run sf_search_knowledge. This searches Salesforce's internal knowledge base directly, returning article titles, summaries, and URLs so you know immediately if the answer is documented.

03 **Do I need to open Salesforce to update a case?**

No. You can use sf_update_case through your AI agent to advance a ticket's status or escalate its priority, logging the change without ever leaving your conversation window.

04 **How do I start a new support ticket using this MCP?**

Use sf_create_case. You provide the subject and description, and you specify critical details like the priority (High/Medium/Low) and the origin channel (Web/Phone/Email).

05 **Can I see all notes on a case?**

Yes. The sf_case_comments tool pulls every single comment—both internal agent discussions and public customer replies—giving you a complete conversation record.

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 `"salesforce-service-cloud": { "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

Salesforce Service Cloud 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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