

MCP SERVER

NO CODE

CLOUD HOSTED

ServiceM8 MCP

Manage jobs, track crews, and control client data.

ServiceM8 connects your AI agent directly to your entire field service management system. It lets you manage jobs, track staff availability, create client records, and monitor job activity—all through natural conversation. Stop switching between dashboards; get all your operational data in one chat window.

A+ Quality Score 100/100

job-scheduling

work-orders

field-operations

invoicing

gps-tracking

service-management



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 — 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.

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.

ServiceM8 MCP

9 tools available

Cloud-hosted on Vinkius

Running a trade or service business means juggling dozens of details: who needs fixing? When is the crew available? What did they do last week? This MCP lets you manage it all without leaving your chat interface. You tell your AI client what you need—like 'Show me all jobs assigned to John this week'—and it pulls the answers from ServiceM8. It acts like having a dedicated operations manager sitting right next to you, ready to pull up records or schedule changes on demand. Because Vinkius hosts thousands of specialized MCPs, connecting your service software is simple; you just plug in and start talking business immediately.

Core Capabilities

01 — Create new field jobs

Your agent generates a brand-new job record within ServiceM8.

03 — Retrieve job records

Your agent pulls all the detailed history and current status of a single service job.

05 — Search client contacts

Your agent helps you find specific people or companies associated with your business.

02 — Get company details

You retrieve specific information for any client or company listed in your database.

04 — List staff members

You get an overview of who works for you, including their roles and assignments.

06 — Track job history

You pull a full, chronological log of every action taken on a particular service job.

One Click on Vinkius — From Prompt to Execution

Available at vinkius.com/mcp/servicem8 — connect your AI agent in three steps.

- 01** First, subscribe to this MCP and provide your ServiceM8 API key in the Vinkius connection settings.
- 02** Next, tell your AI agent what you need using plain language. For example, 'List all jobs scheduled for next Tuesday.'
- 03** Finally, the AI executes the request through the MCP and hands you the specific data—like a list of jobs or staff details—right back in the chat.

The bottom line is your AI client handles the backend calls to ServiceM8 so you don't have to open any web tabs.

Built For

Anyone running a trade business, from HVAC and plumbing to electrical services. If you spend too much time logging into separate systems—one for scheduling, one for invoicing, another for staff directories—you need this MCP.

Field Service Manager

You use the connection to quickly pull up job details and check team availability without switching apps.

Operations Coordinator

You automate client record management and track job activity by talking naturally with your agent.

Business Owner/Owner Operator

You monitor overall organizational health, like checking service metadata or staff status, right within the chat interface.

What Changes When You Connect

- 01** Stop switching tabs to find job status. You can list all managed jobs or get details for a specific one without leaving your chat interface.

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- 02 Never lose track of who's working where. Your agent lets you list staff members and check their assignments instantly, acting like an immediate team roster.

 - 03 Keep client records current. By listing companies and contacts, you ensure your professional data stays synchronized in one place.

 - 04 Gain operational visibility by accessing real-time job activity logs. You track every step of service delivery without manual reports.

 - 05 Need to start a new project? Use the `create_job` tool to generate a brand-new work order directly from your chat prompt.

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Real-World Applications

Scheduling an unexpected emergency callout

A client calls about an urgent AC repair. Instead of manually logging into ServiceM8, you ask your agent to ``get_job`` details for the existing account and then use ``create_job`` to open a new work order immediately.

Auditing job completion after hours

You need proof of work for an insurance claim. Asking the agent to ``list_job_activity`` gives you a full log detailing every status change and action taken on that project.

Checking team availability before quoting

Before promising a service date, you prompt your agent to ``list_staff``. You can see who is available and assigned where, allowing you to quote accurately in seconds.

Patterns to Avoid

Using spreadsheets for job tracking

X AVOID

Keeping track of client contact info, job status, and staff assignments in separate Google Sheets. When someone updates a sheet, you forget to update the others.

✓ INSTEAD

Use this MCP to keep everything centralized. Prompt your agent to ``list_contacts`` or ``list_companies``. The data is always live within ServiceM8.

Relying on email chains for operational updates

X AVOID

Trying to figure out if a job was completed, rescheduled, or cancelled by searching through hundreds of emails and Slack messages.

✓ INSTEAD

Ask your agent to ``get_job`` details. You instantly see the current status and history from the source system, eliminating email guesswork.

Manually entering new job data

X AVOID

A sales lead calls in a service request, forcing you to open ServiceM8, navigate to 'New Job,' fill out five forms, and hit save.

✓ INSTEAD

Just tell your agent to ``create_job``. You provide the necessary description and UUID details through natural conversation, saving clicks.

The Right Fit

Use this MCP if your primary pain point is information fragmentation—if you have core operational data (jobs, staff, clients) locked away in a dedicated field service system. It's perfect for connecting systems that manage *workflow* and *status*. Don't use it if you just need simple document storage or general knowledge retrieval; for that, an indexed search MCP is better. Also, don't rely on this to perform accounting functions like payroll—it manages invoicing data, but specialized finance tools are required for complex ledger work.

The administrative mess of running a service business

Think about your day. You open ServiceM8 to check job status, then switch to a client database just to get the contact name, and finally jump over to a staff roster to see who is available that week. This back-and-forth, clicking through different tabs and systems, wastes minutes—minutes that add up to hours of lost productivity.

With this connection via Vinkius, your AI client handles all those handoffs for you. You just talk to it. Instead of navigating three separate menus to find out who can fix a job at the client's address tomorrow, you simply ask, and the answer appears immediately.

ServiceM8: Command your operations via natural language

Tasks that used to require opening `list_companies` to find a client's UUID, then switching over to `get_job` and manually inputting the job number are now handled in one conversational turn. The whole sequence becomes seamless.

The difference is control. You stop reacting to pop-ups and start directing your operations by simply asking questions of your agent.

ServiceM8: 9 Tools for Field Operations

These tools let your AI agent perform specific actions like listing job history or creating new work orders directly within ServiceM8.

#	TOOL	DESCRIPTION
01	<code>create_job</code>	This tool allows you to create an entirely new job record in ServiceM8.
02	<code>get_company</code>	Use this to get specific, detailed information about a single client company.
03	<code>get_job</code>	This retrieves comprehensive details for one specific job ID.
04	<code>list_categories</code>	You can list the different types of service jobs your company tracks.
05	<code>list_companies</code>	This tool lists every client or company you have in your records.
06	<code>list_contacts</code>	You can list all the key contacts associated with any given company.
07	<code>list_job_activity</code>	This fetches a complete activity history log for a specific job, showing who did what and when.
08	<code>list_jobs</code>	You can pull a list of all jobs managed in ServiceM8.
09	<code>list_staff</code>	This lists every staff member who is part of your service team.

See It in Action

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

U List all our active jobs on ServiceM8.



I've fetched your jobs. You have 5 active projects including 'AC Repair (Job #123)' and 'Kitchen Renovation'. Which one would you like to drill into?

U Show me all staff members in the organization.



Retrieving staff list... I found 8 staff members including 'John Doe' (Technician) and 'Jane Smith' (Admin). Would you like to check the assignments for any of them?

U Fetch the activity history for job UUID 550e8400-e29b-41d4-a716-446655440000.



Inspecting job activity... This job has 3 recorded activities: 'Job Created', 'Scheduled for 2PM', and 'Tech En Route'. Would you like the full timestamp details?

Frequently Asked Questions

01 Can ServiceM8 MCP help me see all my active jobs?

Yes, you can list all managed jobs using the `list_jobs` tool. This gives you a comprehensive overview of every project in your system.

02 How do I check if a technician is available with ServiceM8 MCP?

You use the `list_staff` tool to get an immediate roster of all employees and their current assignments or availability status.

03 What should I do before using the ServiceM8 MCP for a new client?

First, you can use ``list_companies`` to check if they already exist in your database. If not, you'll need to create them or gather their details.

04 Is there a way to track what happened on an old job?







Absolutely. Use the ``list_job_activity`` tool and provide the specific job ID. It returns every recorded event, from creation to completion status changes.

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>"servicem8": { "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

ServiceM8 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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