MCP SERVER | NO CODE | CLOUD HOSTED

Zendesk QA (Klaus) MCP

Automate Support Review Analysis Instantly

Zendesk QA (Klaus) MCP connects your AI agent directly to your customer service quality assurance data. Use it to list all reviews, search specific conversations by client email or topic, and import external ticket records for grading. It lets you automate the messy process of gathering support performance metrics without ever leaving your chat window.

A+ Quality Score 100/100

quality-assurance | customer-service | qa-reviews | ticket-analysis | performance-metrics | feedback-loop

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vinkius.com/mcp/zendesk-qa-klaus

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.

Zendesk QA (Klaus) MCP

7 tools available
Cloud-hosted on Vinkius

Managing customer service quality used to mean manually exporting reports, cross-referencing spreadsheets, and hunting through endless tickets just to find out if an agent followed protocol. This MCP changes that. Connect it to any AI client via Vinkius to instantly automate the core of your QA workflow. Your agent can list all available workspaces so you know exactly what data pools exist. Need performance metrics? You can ask your agent to search for conversations based on a customer's email or even find out which interactions have been graded already. Plus, if you get external ticket data from another system, the MCP lets you import that information directly into Zendesk QA for grading. It also handles cleaning up old records by letting you permanently remove specific ticket data when needed.

Core Capabilities

01 — Retrieve performance metrics

List all quality assurance reviews and internal scores, either across the entire account or within a single workspace.

02 — Find conversations by topic

Search for specific customer interactions to quickly see which ones have already been assigned a grade.

03 — Sync ticket data

Import raw conversation data and agent profiles from other systems, preparing them for official grading within Zendesk QA.

04 — Manage workspace access

Identify all available workspaces to keep your different support teams' quality processes organized.

One Click on Vinkius — From Prompt to Execution

Available at **vinkius.com/mcp/zendesk-qa-klaus** — connect your AI agent in three steps.

01 Subscribe to this MCP and provide your Zendesk Subdomain credentials along with the QA API Token.

02 Connect your agent from Claude, Cursor, or any compatible client using the provided tokens.

03 Tell your agent exactly what you need—for example, 'List all recent quality assurance reviews for the European support team.' — and it executes the task.

The bottom line is that instead of logging into Zendesk QA and clicking through multiple menus, you just talk to your agent and get the data you need instantly.

Built For

QA Managers who spend hours compiling reports. Support Leads needing instant visibility into team performance gaps. Operations teams that struggle with synchronizing ticket data from multiple sources.

Quality Assurance Manager

You use the MCP to list all quality assurance reviews and export review data for monthly reporting, tracking overall support trends.

Support Team Lead

You ask your agent to search for conversations tied to a specific client email or recent keyword to quickly identify areas needing coaching.

Operations Analyst

You use the MCP to import ticket data from an external billing system, allowing it to be graded and reviewed within Zendesk QA.

What Changes When You Connect

01 Stop pulling reports from Zendesk UI. Instead, ask your agent to use `list_all_reviews` and get the data you need structured immediately for reporting.

02 Don't waste time searching through tickets. Just tell your agent to `search_qa_conversations` by a client email or issue type, and it pulls up all graded interactions.

03 When integrating external systems, use `import_qa_tickets`. Your agent takes the raw data from another platform and gets it ready for grading inside Zendesk QA.

04 Need to keep your team organized? Use `list_qa_workspaces` first. This lets you pinpoint exactly which subset of reviews belongs to a specific department or region.

05 Keep compliance clean. If you need to remove old data, the agent can execute `delete_qa_tickets`, taking records out of circulation with a simple command.

Real-World Applications

Auditing Agent Performance Post-Audit

A QA Manager needs to check how many reviews were completed last month for the 'Technical Support' team. They ask their agent to `list_workspace_reviews` (targeting the specific workspace ID) and immediately see a count of 150, instead of clicking into the dedicated workspace view in Zendesk.

Investigating High-Value Client Complaints

A Support Lead knows client 'Acme Corp' had an issue last week. They ask their agent to `search_qa_conversations` using Acme Corp's account email, and the agent returns two graded tickets with detailed scores for review.

Onboarding a New Support Channel

An Operations Analyst gets ticket data from Slack that needs to be scored. They use their agent to `import_qa_tickets`, feeding the new conversation records into Zendesk QA so the team can start grading them immediately.

Cleaning Up Old Data for Compliance

A manager needs to remove a batch of old, irrelevant ticket data. They command their agent to `delete_qa_tickets` by ID range, ensuring the records are permanently purged from the QA platform.

Patterns to Avoid

Manual Reporting via UI

✗ AVOID

Manually going into Zendesk QA and using filters to get a list of all reviews for Q3, then exporting them as CSVs, repeating this process every month.

✓ INSTEAD

Ask your agent to use `list_all_reviews` or specify the scope with `list_workspace_reviews`. The data comes back structured in a format ready for immediate use by your client.

Guessing which workspace ID to target

✗ AVOID

A user tries to pull reviews but doesn't know if they should be using the global view or the specific team view, resulting in incomplete data sets.

✓ INSTEAD

First run `list_qa_workspaces`. This shows you all available environments. Then, use `list_workspace_reviews` with the correct ID to get only the relevant data.

Ignoring external data sources

✗ AVOID

Keeping track of ticket quality scores in a separate spreadsheet because they are too complex or messy to manually enter into Zendesk QA.

✓ INSTEAD

Use `import_qa_tickets`. This tool lets your agent take raw conversation data from another system and correctly populate it for grading within the official QA platform.

The Right Fit

You should use this MCP if your primary pain point is extracting, organizing, or syncing performance metrics related to customer support conversations. If you need to list all reviews (`list_all_reviews`), search specific interactions (`search_qa_conversations`), or move ticket data between systems (`import_qa_tickets`), this is the tool for you. Don't use it if your goal is simply to manage user accounts across different internal tools—you'll need a general identity management MCP instead. Also, don't rely on this MCP to write summary reports; its job is data retrieval and organization. For generating narrative insights or summarizing *why* an agent failed, you still need the natural language processing power of your AI client, which consumes the structured output provided by the MCP tools.

The Overhead of Manual Quality Audits

Today, auditing support quality is a click-heavy nightmare. You open Zendesk QA, navigate to the 'Reporting' tab, then you have to select the date range and filter by workspace. If you need data for three different teams, that means logging in or navigating through those complex menus three times, manually exporting three separate CSV files, and finally spending an hour just trying to stitch them together into one coherent report.

With this MCP, your agent does the heavy lifting. You simply tell it what you want—for instance, 'Give me all reviews for Q2 across both Spanish and English workspaces.' The agent handles the navigation, gathers data from multiple sources using `list_workspace_reviews`, and presents the consolidated findings immediately in plain text.

Zendesk QA (Klaus) MCP: Instant Review Aggregation

Before, if you wanted to check a specific client's history, you had to remember the exact ticket ID or search using vague keywords that often returned too much noise. If you needed to sync data from

Now, your agent handles the complexity. You can ask it to `search_qa_conversations` by a client's email address—period. It finds the relevant grades, regardless of how many workspaces or tickets are involved. It’s immediate, surgical, and reliable.

an external CRM, it meant another dedicated API integration and manual mapping of fields.

Zendesk QA (Klaus) MCP: 7 Tools

These tools let your agent perform specific tasks like listing all available workspaces or importing external conversation records to manage your quality assurance workflow.

#	TOOL	DESCRIPTION
01	`delete_qa_tickets`	Removes specific customer ticket records directly from the QA platform.
02	`import_qa_tickets`	Brings external conversation data into Zendesk QA so it can be reviewed for quality scores.
03	`import_qa_users`	Syncs agent and manager profiles from your company directory into the QA platform.
04	`list_all_reviews`	Retrieves a comprehensive list of all quality assurance reviews across the entire account.
05	`search_qa_conversations`	Searches for specific customer interactions within Zendesk QA using keywords or criteria.
06	`list_workspace_reviews`	Lists all quality assurance reviews that belong to a defined, single workspace.
07	`list_qa_workspaces`	Provides a list of all available workspaces so you can target your review exports correctly.

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 Zendesk QA workspaces.

I've retrieved your workspaces. You have 3 active environments: 'English Support', 'Spanish Support', and 'Technical Escalations'. Which one would you like to access?

U Show recent QA reviews for the 'English Support' workspace (ID: '123').

I found 10 recent reviews for the English Support workspace. The average Internal Quality Score (IQS) is 92%. Notable recent reviews include tickets #ORD-987 and #TECH-101.

U Search for reviewed conversations associated with client email 'user@example.com'.

I've searched your account and found 2 conversations for 'user@example.com' that have been graded. Ticket #12345 received a score of 100% and Ticket #12346 received a score of 85%.

Frequently Asked Questions

01 **How do I list all my Zendesk QA workspaces using the Zendesk QA (Klaus) MCP?**

You use the `list_qa_workspaces` tool. This command provides a full inventory of your environments, allowing you to know exactly which ID you need for subsequent review exports.

02 **Can I import raw ticket data into Zendesk QA using this MCP?**

Yes, the `import_qa_tickets` tool lets your agent take conversation records from outside sources and properly structure them for grading within the platform.

03 **What is the difference between listing all reviews and listing workspace reviews with Zendesk QA (Klaus) MCP?**

The `list_all_reviews` tool pulls data account-wide, giving you a total view. The `list_workspace_reviews` tool limits results to only one specific workspace ID, which is better for department-specific reports.

04 **Does the Zendesk QA (Klaus) MCP allow me to delete old tickets?**

Yes, you can use `delete_qa_tickets` to permanently remove specific ticket data records from the platform when required for compliance or cleanup.

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 `"zendesk-qa-klaus": { "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

Zendesk QA (Klaus) 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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