

MCP SERVER

NO CODE

CLOUD HOSTED

# Zoho CRM Contacts MCP

Manage your entire sales pipeline via conversation.

Zoho CRM Contacts connects your AI agent directly to Zoho CRM data, letting you manage accounts, leads, and customer records without leaving your workflow. You can search for specific companies or individuals, create new prospects, qualify initial leads, and track deals through the entire sales pipeline.

**A+** Quality Score 100/100

contact-management

lead-conversion

account-management

crm-data

customer-records

lead-tracking



# 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.

# Zoho CRM Contacts MCP

11 tools available

Cloud-hosted on Vinkius

Managing a complex client base usually means jumping between spreadsheets, email tabs, and separate CRM dashboards just to get one full picture of who bought what and when. This MCP changes that. It lets you use your AI agent to interact with all core Zoho CRM data—from initial cold leads to fully qualified accounts and current deals—all in the conversation window. You can ask your agent to find a company's details, then pull up every contact associated with it, see which deals are active, and even convert an unqualified prospect into a full customer record. All this happens without you ever having to switch tabs or copy a single field. This capability is available through the Vinkius catalog, giving your agent access to Zoho CRM's entire data model so you can focus on selling, not clicking.

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## Core Capabilities

### 01 — Identify and retrieve customer records

Search for company accounts or specific contacts by name, email, or phone number to pull up detailed information.

### 02 — Maintain customer data accuracy

Update existing contacts with fresh information or pull together all associated historical notes for a single client.

### 03 — Build out the sales pipeline

Create new leads (unqualified prospects), turn them into fully vetted contact and account records, and track potential deals.

# One Click on Vinkius — From Prompt to Execution

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

- 01** First, tell your AI agent what you need. You might ask it to find the details for 'Acme Corp' or look up leads from last week.
- 02** The MCP runs the necessary queries against Zoho CRM, pulling back structured data on accounts, contacts, and related records into your conversation window.
- 03** Finally, you instruct your agent to take action—like updating a phone number using `zoho_update_contact`, or converting an initial lead record using `zoho_convert_lead`.

The bottom line is that instead of navigating the CRM UI manually, you use natural language commands to execute complex sales tasks.

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## Built For

This MCP is essential for Sales Development Representatives (SDRs) and Account Executives who spend their day moving prospects through the pipeline. If your job requires juggling multiple data points—from initial web form submissions to final contract details—you need this.

### Sales Representative

Using it to quickly pull up a client's full history, seeing every associated deal or contact detail before making the next call.

### Business Development Rep (BDR)

Running searches for new leads and using `zoho_create_lead` to log them immediately after qualifying them over a phone call.

### Sales Manager

Asking the agent to pull reports on pipeline visibility or review related records across multiple accounts without logging into dashboards.

## What Changes When You Connect

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- 01** Stop jumping between tabs. You can ask your agent to find a company's full details using `zoho_get_account` and then pull up all related contacts with one prompt.

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  - 02** Accelerate qualification. When you talk to a new prospect, simply use `zoho_convert_lead` to turn an initial lead into actionable contact, account, and deal records immediately.

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  - 03** Keep data accurate on the fly. Need to correct a phone number? Use `zoho_update_contact` instead of manually logging into the CRM UI just to fix one field.

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  - 04** Understand relationships instantly. Don't know who works at that company? Running `zoho_related_records` shows you all contacts, deals, and notes attached to an account ID.

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  - 05** Build your pipeline from scratch. You can use `zoho_create_account` first, then create the associated contact using `zoho_create_contact`—all without leaving the chat window.
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## Real-World Applications

**A BDR needs to process a batch of web form submissions.**

Instead of copying names into a spreadsheet, they ask their agent to search for leads using `zoho_search_leads`. They then review the list and use `zoho_convert_lead` on all qualified records in bulk, moving them instantly out of the 'Lead' module and into active customer data.

**A salesperson needs to start tracking a new target company.**

They first ask the agent to create the company record using `zoho_create_account`. Then, they use that ID to create the associated key contact via `zoho_create_contact` and immediately begin tracking potential deals.

**A support team member needs to know a client's history.**

They ask their agent for the contact details using `zoho_search_contacts`. Next, they run `zoho_related_records` on that contact ID to see every previous deal and note recorded, giving them full context before responding.

**A manager needs an overview of a struggling account.**

The agent retrieves all data for the company using `zoho_get_account`. The manager then asks to see related records, which reveals every deal that has stalled and identifies exactly who owns those accounts.

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## Patterns to Avoid

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**Trying to update a record without finding it first****X AVOID**

A user tries to run an update command for a contact's email, but since they don't have the specific ID, the system fails and asks them to manually look up the record in Zoho CRM.

**✓ INSTEAD**

First, use `zoho_search_contacts` to find the exact contact by name or company. Then, pass the retrieved unique ID into `zoho_update_contact` so your agent knows precisely which record to fix.

**Creating records manually in multiple steps****X AVOID**

A user creates a lead using `zoho_create_lead`, then remembers they need an account, and has to run another tool just for that. This adds unnecessary complexity.

**✓ INSTEAD**

For qualified prospects, use the dedicated `zoh_convert_lead` tool. It handles creating the required contact, account, and deal records in one single action.

**Ignoring related data****X AVOID**

A user only searches for a company using `zoho_search_accounts` but fails to ask what deals are active there.

**✓ INSTEAD**

Always follow up the initial search with `zoho_related_records`, specifying that you want 'Deals' or 'Contacts' linked to that account ID. This gives you the full scope of the client.

## The Right Fit

Use this MCP if your core job involves moving people and companies through a defined sales lifecycle—from initial discovery (leads) to becoming fully vetted customers (contacts/accounts). You need it when the relationship between different data points matters, like needing to see which deals are tied to a specific account. Don't use this if you just need general knowledge retrieval or if your process is completely linear and never requires updating historical records; for simple note-taking, an unstructured text service works fine. However, if you regularly find yourself switching between the Leads module, Contacts module, Account module, and Deals module in Zoho CRM, this MCP gives you the single command center needed to manage that complexity.

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## The pain of managing customer records across six different tabs.

Think about a typical sales call. You get the prospect's name and company from one source, but you need their specific title and phone number from another tab. To track them, you have to jump into a third module to see if they've already been contacted. Then, when you log that interaction, you might realize the deal amount needs correcting in yet another section. It's constant copy-pasting and clicking through modules.

With this MCP, your agent handles all the navigation. You just tell it what data point you need—say, 'Give me the full contact details for Acme Corp.' The agent executes multiple internal searches across accounts, contacts, and related records, then presents a single, cohesive answer to you.

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## Zoho CRM Contacts MCP: Getting all your customer data instantly.

The most time-consuming tasks disappear. You no longer have to manually search for an account, then use that ID to find the related contacts, and

What changes is that you stop managing data silos and start interacting with them like one unified

finally pull up a deal record just to get an overview.  
The agent handles the lookup chain automatically.

system. Everything flows through your  
conversation.

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# Zoho CRM Contacts: 11 Tools for Sales Automation

These tools let you search for, create, update, and link every core record type within Zoho CRM—from raw leads to finalized deals.

#	TOOL	DESCRIPTION
01	<code>zoho_convert_lead</code>	Qualify and convert an initial lead by transforming it into linked contact, account, and deal records in one step.
02	<code>zoho_create_account</code>	Register a brand-new company or organization in Zoho CRM with basic details like name and industry.
03	<code>zoho_search_contacts</code>	Search for specific qualified individuals and customers within the CRM by name or email address.
04	<code>zoho_search_leads</code>	Find unqualified prospects by searching for leads using name, email, or company data.
05	<code>zoho_create_contact</code>	Create a new, qualified person record, linking them immediately to an existing account.
06	<code>zoho_create_lead</code>	Log new, unqualified prospects into the CRM when they first become known.
07	<code>zoho_get_contact</code>	Get comprehensive details for a single contact, including their title, department, and mailing address.
08	<code>zoho_related_records</code>	Fetch all records linked to a parent item—for example, listing every deal associated with an account or every note on a lead.
09	<code>zoho_search_accounts</code>	Find company accounts (the main organizational record) using a search query to verify business entities.
10	<code>zoho_update_contact</code>	Change or correct specific data fields—like a phone number or email—on an existing customer record.
11	<code>zoho_get_account</code>	Retrieve all detailed information about a specific company account, including revenue and industry type.

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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 Search for leads from web form



#### Leads from Web Form

NAME	EMAIL	COMPANY	STATUS
John Smith	john@acme.com	Acme Corp	New
Maria Garcia	maria@beta.io	Beta Inc	Contacted

### U Create a deal: Enterprise Plan \$25,000



#### Deal Created!

- Name: Enterprise Plan
- Amount: \$25,000
- Stage: Qualification
- Closing: 2024-03-30

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## Frequently Asked Questions

### 01 How do I convert a lead using `zoho_convert_lead`?

You use the `zoh_convert_lead` tool when you have qualified an initial prospect. The agent takes the data from the unqualified lead record and automatically creates linked contact, account, and deal records.

### 02 Can I find a company's details using `zoho_search_accounts`?

Yes, `zoh_search_accounts` lets you search for any company name to verify its existence. Once found, you can use `zoh_get_account` to pull all the detailed metrics like revenue and industry.

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**03 Does zoho\_related\_records cover notes?**

Yes, zoho\_related\_records is designed for exactly that. You pass it a parent record ID (like an Account) and specify 'Notes' as the related module to retrieve all historical communication records.

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**04 What if I need to change a contact's email?**

Use zoho\_update\_contact. You simply provide the unique ID of the contact and tell the agent which field needs updating, keeping your workflow simple and fast.

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**05 Is this MCP only for new leads?**

Not at all. It works across the entire customer lifecycle. You can use zoho\_search\_contacts to find existing customers or zoho\_get\_contact to pull up deep details on an account manager.

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**06 What Zoho CRM data can I access?**

Leads, Contacts, Accounts, Deals, Notes, and any custom module. All data respects your Zoho CRM permissions.

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**07 How does authentication work?**

Uses Zoho OAuth 2.0 with a refresh token. Create a Self Client in the Zoho API Console, generate a refresh token, and provide Client ID, Client Secret, and Refresh Token.

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**08 Does it support multi-region Zoho?**

Yes! Set your API domain: zohoapis.com (US), zohoapis.eu (EU), zohoapis.in (India), zohoapis.com.au (Australia), zohoapis.jp (Japan).







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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
 <b>Claude AI</b>	Profile → Customize → Connectors → "+" → Add custom connector → Paste endpoint
 <b>Cursor</b>	Settings → Features → MCP Servers → "+ Add New MCP Server" → Type: SSE → Paste endpoint
 <b>VS Code</b>	Ctrl/Cmd+Shift+P → "MCP: Add Server" → add <code>"zoho-crm-contacts": { "url": "..." }</code>
 <b>Windsurf</b>	MCP Settings → <code>mcp_settings.json</code> → Add endpoint URL
 <b>ChatGPT</b>	Settings → Tools & plugins → Add MCP server → Paste endpoint
 <b>Gemini</b>	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

# Zoho CRM Contacts 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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