

MCP SERVER

NO CODE

CLOUD HOSTED

Zoho CRM Service MCP

Manage Cases and Knowledge Base in Chat.

Zoho CRM Service lets your AI client manage your entire customer lifecycle without leaving the chat window. Use this MCP to search for and create support cases, document knowledge base solutions, track sales deals, and update records directly from any compatible agent.

A+ Quality Score 100/100

support-cases

knowledge-base

customer-service

ticket-management

issue-tracking

service-operations



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 — 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 — connect your AI agent in under 60 seconds.

Zoho CRM Service MCP

7 tools available

Cloud-hosted on Vinkius

Stop switching between your ticketing system, your contact database, and your knowledge base just to answer one customer email. This connector pulls all that data into one place. You can now manage everything related to a client—from initial lead qualification to complex support ticket resolution—by simply talking to your agent. Need to know if a deal is stalled? Your AI client handles the lookup. Is a new issue reported? It logs it as a case immediately. Better yet, if you solve an issue, you can write up a permanent solution article using `zoho_create_solution`, instantly updating your knowledge base for everyone else to find. With Vinkius hosting this MCP, connecting these critical business functions becomes a single connection point, letting your agent perform complex workflows that used to require three separate logins and dozens of manual steps.

Core Capabilities

01 — Log or update support cases

Create new support tickets with specific details like priority or origin channel, or modify existing ones when the status changes.

03 — Search for existing support records

Quickly find open tickets or specific customer issues using keywords or case subjects.

05 — Review all core records

Access and list details for accounts, contacts, leads, or deals within your CRM.

02 — Document knowledge base solutions

Draft and publish full articles that answer common questions, making sure your company's best practices are always documented.

04 — Find documentation answers

Check the knowledge base to see if a solution already exists before writing anything new.

One Click on Vinkius — From Prompt to Execution

Available at vinkius.com/mcp/zoho-crm-service — connect your AI agent in three steps.

- 01 Tell your agent exactly what you need—for example, 'I found a new issue from Web Form.'
- 02 The MCP runs the necessary tool call, sending details to Zoho CRM. It handles creating or updating the records in the background.
- 03 Your agent responds with confirmation: the case was created, updated, or that the search returned specific data points.

The bottom line is your AI client acts as a single hand reaching into all your necessary business systems to get you the answer without you ever opening another tab.

Built For

This MCP is for anyone whose day involves context switching between sales, support, and documentation. If you spend time copying ticket details from one screen into an email reply, this connector saves hours.

Tier 2 Support Agent

You use the MCP to quickly search for related knowledge base solutions using ``zoho_search_solutions`` before writing a detailed response, and then you update the case status with ``zoho_update_case`` once the client confirms resolution.

Business Development Representative (BDR)

You use it to take initial information from a web form and immediately create a new lead record, ensuring the data is logged properly right away.

Sales Manager

You rely on this MCP to get an instant overview of the entire sales pipeline by listing all active deals or querying general records across modules.

What Changes When You Connect

-
- 01 You eliminate context switching. Instead of leaving your chat client to check a customer's case status, the agent uses `zoho_search_cases` directly, giving you instant answers without jumping between tabs or systems.

 - 02 Documentation becomes automated. When you solve an issue, use `zoho_create_solution` to build a permanent knowledge base article. The AI writes it and publishes it so the next agent can find it.

 - 03 Better visibility into support load. Need to know how many high-priority tickets are open? Running `zoho_list_cases` gives you an immediate, clean summary of your current workload.

 - 04 Faster initial triage. Instead of manually logging basic contact info, you use the MCP's read tools to pull existing account and contact data before creating a new record or deal.

 - 05 Workflow control. Don't just write notes; use `zoho_update_case` to officially change a ticket's status from 'Assigned' to 'On Hold,' keeping your CRM accurate for reporting.
-

Real-World Applications

A customer asks about an old issue.

The agent uses `zoho_search_cases` and finds the original ticket. The agent then checks the knowledge base using `zoho_search_solutions` to see if a permanent fix or article exists, saving time and providing a comprehensive answer.

Closing out an escalated ticket.

Once the client confirms the fix worked, the agent runs `zoho_update_case`. The MCP changes the status to 'Closed' and adjusts any priority flags, completing the lifecycle record instantly.

A new feature request needs documenting.

The Support Manager uses the MCP to draft a new solution via `zoho_create_solution`. The AI handles drafting the Q&A structure based on the transcript, ensuring it's ready for review and publishing.

Daily pipeline check-in.

The Sales Manager needs a quick report on stalled deals. They use the read capabilities of this MCP to list current accounts and deals in Zoho CRM without opening the dedicated sales dashboard.

Patterns to Avoid

Treating CRM like a simple notepad.**X AVOID**

Copy-pasting raw ticket text into an email instead of updating the official record, leaving history messy and incomplete for audits.

✓ INSTEAD

Always use `zoho_update_case` to ensure any status change or crucial detail update is logged directly back into the case record. Never rely on manual copy/paste.

Writing solutions from scratch every time.**X AVOID**

A support agent spends 20 minutes writing an answer that was actually documented last month, wasting time and creating inconsistency.

✓ INSTEAD

Before typing anything, run `zoho_search_solutions`. If the answer is found, link to it. If not, draft a new one using `zoho_create_solution`.

Ignoring module boundaries.**X AVOID**

Trying to find contact info for an account that was created three months ago but only exists in the 'Leads' module and isn't linked properly.

✓ INSTEAD

Use the general read capabilities of the MCP, or specific search tools like `zoho_search_cases`, which are designed to pull context across related modules.

The Right Fit

You need this MCP if your job involves maintaining structured data integrity across customer support and sales. Specifically, use it

when you must track the lifecycle of a case or document knowledge (e.g., 'What is the current status of ticket XYZ?'). Don't use it, however, if your primary goal is unstructured research—like reading an entire PDF manual or summarizing a long meeting transcript without connecting it to a specific customer record. For those tasks, you need a general document processing tool. If your core task is purely internal process automation (e.g., generating reports that don't touch CRM data), then stick with pure database connectors instead.

The Context Switching Grind

Today, answering a simple customer query involves toggling between at least three different screens: the ticketing dashboard to see the history; the contact database to verify account details; and the knowledge base to find the official answer. You spend more time clicking tabs and copying/pasting than actually helping the customer.

With this MCP, your agent handles all those lookups for you. When a customer asks a question, the AI client automatically checks the case history, verifies the account status, and pulls relevant documentation—all within one chat exchange. You get immediate answers without ever leaving your workflow.

Using Zoho CRM Service MCP for Case & Solution Management

The manual steps that disappear include checking the status across multiple dashboards, manually logging every piece of follow-up information into a separate 'Notes' field, and spending time re-drafting known solutions.

Now, all those operations are condensed. You update the case status with `zoho_update_case` while simultaneously ensuring that the resolution is documented via `zoho_create_solution`. Your workflow stays accurate, complete, and moves faster.

Zoho CRM Service: 7 Tools for Support Operations

These tools let you interact directly with all core Zoho CRM functions—from creating tickets to managing knowledge base articles—through your AI agent.

#	TOOL	DESCRIPTION
01	<code>zoho_create_case</code>	Creates a new support ticket in Zoho CRM, requiring details like the subject, priority level, and where the issue came from.
02	<code>zoho_create_solution</code>	Generates a self-service knowledge article for your base using title, question, and answer content.
03	<code>zoho_list_cases</code>	Retrieves a summary list of support cases, showing the subject, current status, priority, and who owns them.
04	<code>zoho_list_solutions</code>	Lists all knowledge base articles, providing titles, statuses (Draft/Published), and basic content details for review.
05	<code>zoho_search_cases</code>	Searches the support queue by subject or keyword to find specific customer issue tickets quickly.
06	<code>zoho_search_solutions</code>	Searches the knowledge base for documented answers using keywords, preventing you from writing something already documented.
07	<code>zoho_update_case</code>	Changes an existing support case record by updating its status, adjusting priority, or modifying the subject line.

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

Frequently Asked Questions

01 How do I use zoho_search_cases with Zoho CRM Service MCP?

You ask your agent to search cases using keywords or by owner. The tool returns a list of matching tickets, showing the subject, status (New/Assigned), and priority so you can triage quickly.

02 Can I create a knowledge base article with zoho_create_solution?

Yes, you use this tool to draft solutions. You provide the title, question, and answer content, and it handles creating the record in your knowledge base for publishing.

03 Is there a way to update an existing case using zoho_update_case?

Absolutely. The `zoho_update_case` tool lets you change key fields like setting the status to 'Closed' or increasing the priority level, keeping your CRM data current.

04 How do I find out if a solution already exists? Should I use zoho_search_solutions?

Yes, that's exactly right. Use `zoho_search_solutions` when you want to check the documentation. It searches your knowledge base by keyword so you don't duplicate content.

05 Does Zoho CRM Service MCP handle general account lookups?

Yes, this MCP gives access to read records for accounts and contacts, allowing your agent to pull basic client details when needed for context.

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 `"zoho-crm-service": { "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

Zoho CRM Service 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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