



<https://cloudblue.com>

[Documentation](#)  [Developer Resources](#)  [Connect MCP](#) 

MCP Quickstart



This article has been generated from the online version of the documentation and might be out of date. Please, make sure to always refer to the online version of the documentation for the up-to-date information.

Auto-generated at September 9, 2026



Connect your first AI client in just a few minutes

This walks you through the shortest path from nothing to a working connection: turning on MCP access, creating a token, and getting your agent to list its first tools.

Before you start

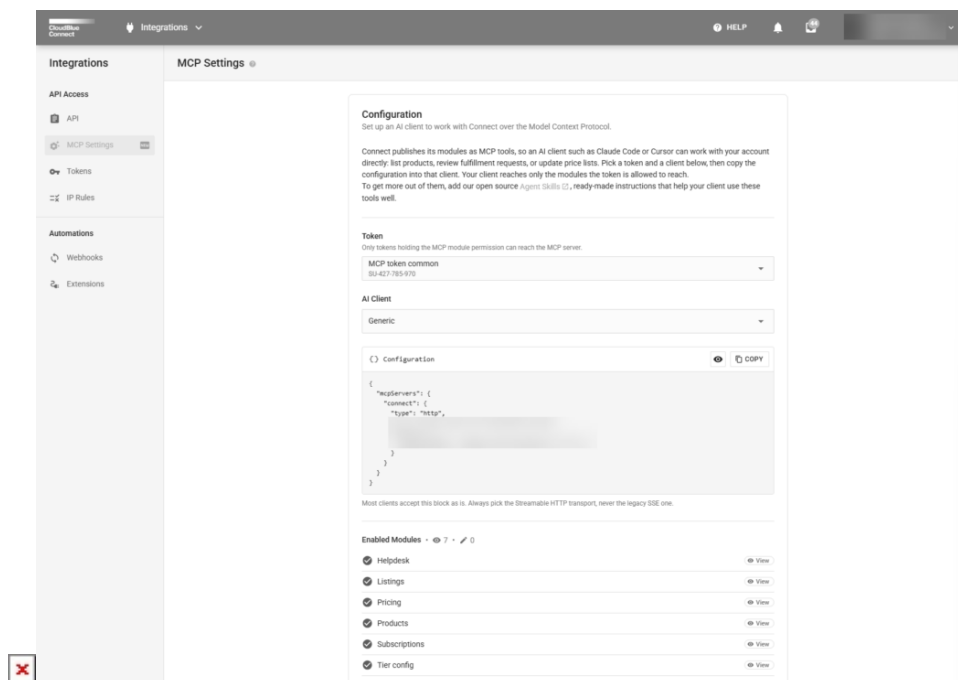
MCP access in CloudBlue Connect® is **off by default for every account**. You (or an admin on your account) need to explicitly grant it before any agent can connect. You'll need two things granted to the token you create:

- **The MCP module** — the top-level switch that allows MCP access at all.
- **The business modules your agent needs** — for example, Helpdesk or Pricing. An agent can only reach the modules its security token is granted, and only the actions your account is already permitted to perform through those modules.

If you don't see an MCP option within your account, it most likely doesn't have MCP access enabled yet — reach out to your Connect account team.

Step 1: Open MCP Settings

In the CloudBlue Connect® portal, go to **Integrations → MCP Settings**. This page shows all your relevant MCP information and lets you create a token scoped for MCP access.



Step 2: Create an account token

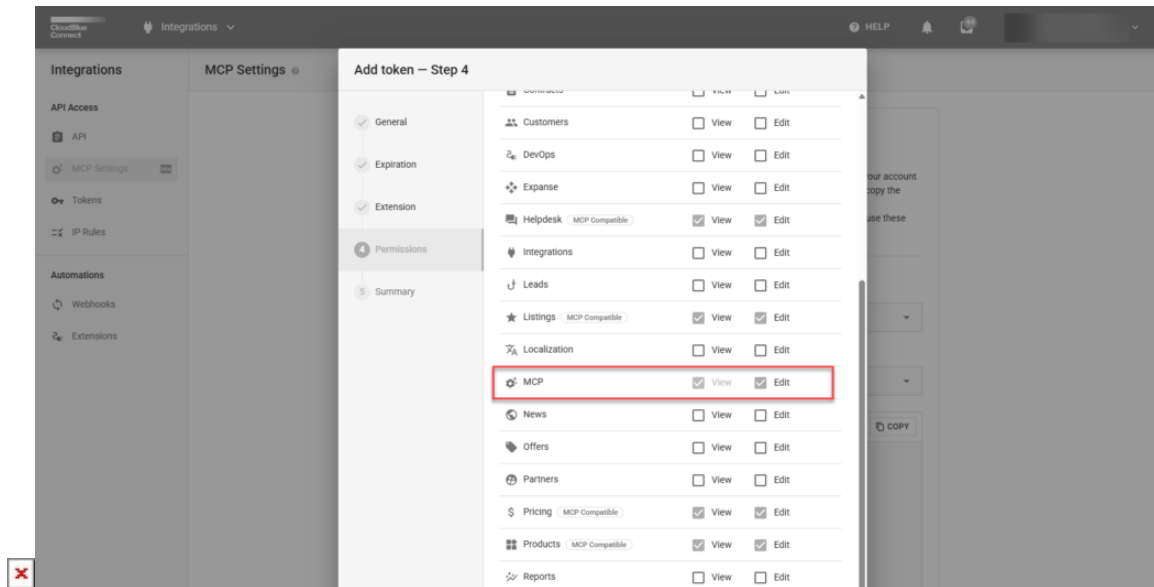
1. Select **Create token** (or reuse an existing Account Token, if you already have one you'd like to extend).
2. Grant the token the **MCP** module, plus each business module you want your agent to reach (for example, **Helpdesk** and



Pricing).

3. Save the token.

Copy the key now. You will need it in order to configure the connection from your client to CloudBlue Connect® MCP.



Step 3: Copy your connection block

Once you've selected an AI Client (Claude Code, VS Code, Cursor, Codex, Zed, Cline, opencode, pi, Antigravity, or Generic), the MCP Settings page renders a ready-to-paste block for your token. It looks similar to this (depending on your AI Client):

```
{
  "mcpServers": {
    "cloudblue-connect": {
      "type": "http",
      "url": "https://api.connect.cloudblue.com/public/v1/mcp/",
      "headers": { "Authorization": "ApiKey <your-token>" }
    }
  }
}
```

Every CloudBlue Connect® MCP tool (across every module your token can reach) is served from this single address. You don't need a different URL per module or per service. Copy and paste this configuration into a text editor and name the JSON file to something that can be referenced later (e.g. connect_mcp_config.json)

Step 4: Add it to your AI client

Where this block goes depends on your client. As one example, for **Claude Code**:

1. Open **Settings → Developer → Edit Config**.



2. Paste the block above into `connect_mcp_config.json`, replacing `<your-token>` with the key you copied in Step 2.
3. Restart Claude Desktop.

Step 5: Confirm the connection

Ask your agent something simple that just exercises discovery, for example:

“What Connect tools do you have access to?”

Your agent should list the tools available for the modules your token was granted—and nothing else. If the list is empty, or missing a module you expected, double check Step 2: the token needs both the MCP module and that specific business module.

Step 6: Try a real request

Now ask for something your token can actually do. If you granted Helpdesk access, for example:

“List my open Helpdesk cases with High priority.”

If that comes back with results, you’re connected and working.

If something’s not working

- **No tools appear at all** — the token is likely missing the MCP module itself. Recheck Step 2.
- **Some modules are missing from the list** — the token doesn’t have that business module granted. Add it from the same MCP setup page; you don’t need to create a new token.
- **The client can’t reach the endpoint** — if you’re on a managed network, ask your IT team to allow `api.connect.cloudblue.com`.