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MCP Tool List



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Every tool below is called the same way, through the single MCP endpoint described in Quickstart: your agent sends a `tools/call` request naming the tool and its arguments, and gets back a structured result. This page is the reference for what’s actually available to call, module by module.

How to read this page

Connect’s MCP tools follow one consistent shape across modules, so once you’ve used one, the rest read the same way:

Tool kind	What it does	Naming pattern
List	Finds resources matching a filter; returns lightweight rows (typically just ID and name) for discovery, paginated by default.	<code>list_<thing></code>
Get	Retrieves the full detail of one resource, once you have its ID from a list call or from the user.	<code>get_<thing></code>
Manage / create / update	Creates or updates a resource in one call — omit the ID to create, pass it to update.	<code>manage_<thing></code> or <code>create_<thing></code> / <code>update_<thing></code>
Action	Triggers a state change on an existing resource (close a case, activate a price version).	<code><verb>_<thing></code>

Every tool is also annotated as **read-only**, **write**, or **destructive**. Compliant MCP clients use this to decide when to ask you to confirm before a call goes through.

Helpdesk

Case management

Tool	Description	Type
<code>helpdesk_list_cases</code>	List cases, filterable by description, priority, state, and type; paginated.	Read-only
<code>helpdesk_create_case</code>	Create a case with subject, description, priority, type, receiver account, and an optional product.	Write
<code>helpdesk_get_case</code>	Retrieve full detail for a single case by ID.	Read-only



Tool	Description	Type
helpdesk_update_case	Update a case’s subject, description, priority, type, or product.	Write

Case state transitions

Tool	Description	Type
helpdesk_close_case	Close a case, optionally with a satisfaction rating (1-5).	Write
helpdesk_inquire_case	Send an inquiry requesting more information from the requester.	Write
helpdesk_pend_case	Move a case to pending status.	Write
helpdesk_resolve_case	Mark a case as resolved.	Write

Attachments

Tool	Description	Type
helpdesk_list_attachments	List all attachments on a case.	Read-only
helpdesk_delete_attachment	Remove an attachment from a case.	Destructive

Note: creating or retrieving attachment *content* isn’t exposed as a tool — that’s deliberate. Attachments are files, and MCP tools are built for structured data; your agent’s own native file handling is the right path for uploading or reading a file, not a Helpdesk tool call.

Products

Products



Tool	Description	Type
list_products	Find products by name, status, owner, purchase model, or external ID; paginated, returns ID and name only.	Read-only
get_product	Full detail for one product — description, configuration, visibility, media, and version info.	Read-only
manage_product	Create a product (omit product_id) or update one (include it).	Write
publish_product_version	Publish a product version as public, private, or staging.	Write

Items — the billable units within a product

Tool	Description	Type
list_product_items	List the items belonging to a product; paginated.	Read-only
get_product_item	Full detail for one item — unit, period, commitment, grouping.	Read-only
manage_product_item	Create or update an item (Reservation or PPU type, unit, billing period, commitment).	Write

Parameters — the custom fields captured during ordering, configuration, or fulfillment

Tool	Description	Type
list_product_parameters	Find parameters by scope, phase, or type.	Read-only
get_product_parameter	Full detail for one parameter, including constraints and dependencies.	Read-only
manage_product_parameter	Create or update a parameter. No delete.	Write

Templates — the notifications and documents generated during fulfillment



Tool	Description	Type
list_product_templates	Find templates by scope or type.	Read-only
get_product_template	Full detail for one template, including body content.	Read-only
manage_product_templates	Create or update a template.	Write

Pricing

Price lists

Tool	Description	Type
list_price_lists	Find price lists by filter.	Read-only
get_price_list	Full detail for one price list.	Read-only
create_price_list	Create a new price list (name, currency, precision, products).	Write
update_price_list	Update a price list's metadata.	Write
terminate_price_list	Terminate a price list.	Destructive

Versions

Tool	Description	Type
list_price_list_versions	Find versions of a price list.	Read-only
get_price_list_version	Full detail for one version.	Read-only
create_price_list_version	Create a new version from a base version.	Write
update_price_list_version	Update a version's metadata.	Write



Tool	Description	Type
activate_version	Activate a version immediately.	Write
schedule_version	Schedule a version to activate at a future time.	Write
cancel_version	Cancel a scheduled version.	Write

Price points

Tool	Description	Type
query_price_points	Advanced filtered query over the price points in a version.	Read-only
get_price_point	Full detail for one price point.	Read-only
update_price_point	Update an individual price point's value.	Write

Note: bulk price adjustments via spreadsheet upload aren't exposed through MCP — that endpoint requires a file upload, which doesn't fit the tool-call model. Update price points individually instead, or use the Connect UI/API for bulk adjustments.

Assets & Subscriptions

Tool	Description	Type
list_subscriptions	Filter subscriptions by status, product, marketplace, contract, or customer; paginated.	Read-only
get_subscription	Full detail for one subscription.	Read-only
get_subscription_parameters	The configuration parameters set on a subscription, optionally filtered by scope or phase.	Read-only
get_subscription_items	The line items and quantities on a subscription.	Read-only