Gluu MCP integration – connect Claude, ChatGPT and Microsoft Copilot

API and developer tools · https://gluu.biz/documentation/api-technical/gluu-mcp-integration/

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Goal: The Gluu MCP integration lets you connect AI chat tools such as Claude, ChatGPT or Microsoft Copilot to Gluu using the Model Context Protocol (MCP). Once connected, you can ask questions about your processes, activities, roles and responsibilities, and get answers from your own Gluu data. The integration is read-only: your AI chat tool can look things up in Gluu but cannot change anything.

Before you start

- **Availability:** The MCP integration must be switched on for your organisation by Gluu. Contact support@gluu.biz to have it enabled.
- **Who can connect:** Any user with a Gluu login can connect. No special permission is required. You see only the data you already have access to in Gluu.
- **What you need:** A Claude (claude.ai) or ChatGPT account. For Microsoft Copilot, you also need access to Microsoft Copilot Studio with permission to create agents. Check with your Microsoft 365 administrator.

What is MCP?

MCP (Model Context Protocol) is an open standard that lets AI chat tools connect to external tools and data sources. The Gluu MCP integration gives your AI chat tool read access to your Gluu process model: processes, activities, roles, the people who hold them, and comments.

Connect in Claude

Option A – From the Claude connector directory (recommended)

1. In Claude, click **Customize**, then **Connectors**.
2. Search for **Gluu** and click **Connect**.
3. When prompted to log in, follow the steps in Logging in to Gluu below.

Option B – Add as a custom connector

1. Click **Customize** in the Claude interface.
2. Click **Connectors**.
3. Click the **+** icon.
4. Click **...** and then **Add custom connector**.
5. Enter **Gluu** as the name.
6. Enter the URL: `https://api.gluu.biz/mcp`
7. Ignore **Advanced settings**.
8. Click **Add**.
9. When prompted to log in, follow the steps in Logging in to Gluu below.

You're done once Gluu appears as a connected tool and answers a question in your chat.

Connect in ChatGPT

Note: Developer mode is required to add custom apps in ChatGPT.

1. Go to **Settings > Apps > Advanced settings** and turn on **Developer mode**.
2. Click **Create app** at the top of the page.
3. Enter **Gluu** as the name.
4. Enter the MCP server URL: `https://api.gluu.biz/mcp`
5. Check the **I understand and want to continue** checkbox.
6. Click **Create**. After a short moment, the app is available.
7. When prompted to log in, follow the steps in Logging in to Gluu below.

8. Once you're signed in, Gluu appears in your enabled apps list. Return to your chat to start using it.

You're done once Gluu appears in your enabled apps list and answers a question in your chat.

Connect in Microsoft Copilot

In Microsoft 365, you connect Gluu by adding it as a tool on an agent in Microsoft Copilot Studio. You then publish the agent to Microsoft 365 Copilot and Teams, where you and your colleagues can chat with it.

Note: You need a Microsoft 365 Copilot or Copilot Studio license and permission to create agents in Copilot Studio. Your organisation's Power Platform data policies must also allow MCP connectors.

Add Gluu to a Copilot Studio agent

1. Go to copilotstudio.microsoft.com and sign in with your work account.
2. Open an existing agent, or select **Create > New agent**. Give the agent a name, for example "Gluu assistant", and instructions such as "Use the Gluu tool to answer questions about our processes, activities and roles."
3. Go to the **Tools** page and select **Add a tool > New tool > Model Context Protocol**.
4. Enter **Gluu** as the server name.
5. Enter a server description, for example "Read-only access to our processes, activities and roles in Gluu." Copilot uses the description to decide when to call the tool.
6. Enter the server URL: `https://api.gluu.biz/mcp`
7. Under authentication, select **OAuth 2.0** and keep **Dynamic discovery** selected. Select **Create**, then **Next**.
8. Select **Create a new connection**. When prompted to log in, follow the steps in Logging in to Gluu below.
9. Select **Add to agent**.
10. In the tool's settings, set **Credentials to use** to **End user credentials**. Each person then signs in with their own Gluu account and sees only the Gluu data they have access to.
11. Ask a question in the agent's test chat, for example "Which processes do I own?"

You're done once the test chat answers with data from your Gluu account.

Make the agent available in Microsoft 365 Copilot and Teams

1. Select **Publish** to publish the agent.
2. Select **Channels > Teams and Microsoft 365 Copilot**.
3. Make sure **Make agent available in Microsoft 365 Copilot** is selected, then select **Add channel**.
4. Select **See agent in Teams > Add** to install the agent for yourself.
5. To share the agent with colleagues, select **Availability options** and copy the link, or show it to your organisation. Showing it to your organisation requires approval from your Microsoft 365 administrator.

You're done once the Gluu agent appears in your agent list in Microsoft 365 Copilot and answers a question about your Gluu data. Colleagues are asked to sign in to Gluu the first time they use the agent.

Logging in to Gluu

The same sign-in applies to Claude, ChatGPT and Microsoft Copilot:

1. Gluu's sign-in page opens. Enter your work email.
2. Sign in with Microsoft or Google if your organisation allows it. Otherwise, Gluu emails you a one-time code: enter it to continue.
3. If you have access to more than one Gluu account, a **Choose account** screen appears. Select the account you want your AI chat tool to read from and click **Continue**.
4. Approve access when your AI chat tool asks you to.

You're done once you're back in your AI chat tool and it shows Gluu as connected.

To use a different Gluu account later, disconnect Gluu in your AI chat tool and connect again, choosing the other account in step 3.

What you can ask

- "Which activities am I responsible for, and in which processes?"
- "Walk me through our purchase process step by step, and who performs each activity."

- "Who holds the Quality Manager role, and which processes does it take part in?"
- "Which processes do I own?"
- "What have colleagues commented on our onboarding process?"

Answers include links to the process or activity in Gluu, so you can check the source.

Limitations

- Read-only access. Your AI chat tool cannot create, change or delete anything in Gluu.
- Forms cannot be submitted through MCP. Forms must be completed directly in Gluu.
- Search finds processes, activities, roles and other items by name. It does not search inside work-instruction text.
- One Gluu account per connection. To switch account, disconnect and connect again.
- In Microsoft Copilot, Gluu is available through a Copilot Studio agent, not directly in the standard Copilot chat.
- MCP support in AI chat tools is evolving, so steps may vary by platform version.

FAQ – Gluu MCP integration

What is the Gluu MCP integration?

A read-only connection between Gluu and AI chat tools such as Claude, ChatGPT or Microsoft Copilot, built on the Model Context Protocol (MCP). Once connected, you can ask your AI chat tool about your Gluu processes, activities and roles.

How do I get access?

The integration must be switched on for your organisation by Gluu. Contact support@gluu.biz.

Can the AI chat tool make changes in Gluu?

No. The integration is read-only. It can look up processes, activities, roles and comments, but cannot create, change or delete anything, and cannot submit forms.

How do I sign in?

With your Gluu work email. Sign in with Microsoft or Google if your organisation allows it, or with a one-time code that Gluu sends to your email. The same sign-in applies in Claude, ChatGPT and

Microsoft Copilot.

Will I see data I don't normally have access to?

No. You sign in with your own Gluu account, and your AI chat tool sees only what you can already see in Gluu.

Will my colleagues see my Gluu data if I share a Copilot agent with them?

Not if the Gluu tool's "Credentials to use" option is set to "End user credentials". Each colleague then signs in with their own Gluu account the first time they use the agent and sees only their own Gluu data.

Privacy and support

Read our privacy policy. For help, contact support@gluu.biz.