

Magellan Solutions USA Launches Ferdinand: Next-Generation AI Customer Service Agent

Game changer in customer support blends human expertise with automation to deliver fast, reliable, human-like support across every channel



Dallas, Texas Nov 4, 2025 ([Issuewire.com](https://www.issuewire.com)) - Magellan Solutions USA, a leading provider of business process outsourcing and customer management solutions, is transforming how organizations deliver customer support with the debut of [Ferdinand](#), a next-generation AI customer service agent. Ferdinand blends automation with human expertise to help businesses deliver fast, reliable and human-like support across every channel.

Ferdinand combines advanced conversational intelligence with Magellan's proven contact center expertise to create a hybrid support solution that unifies the efficiency of automation with the empathy of human agents. This model provides faster responses, personalized interactions and cost-efficient scalability, with seamless human involvement – ensuring human agents remain central to high-value, complex and emotionally nuanced customer needs.

The result is consistent 24/7 support that reduces costs, improves customer satisfaction and scales effortlessly with demand.

“Ferdinand empowers businesses with the best of both worlds – automation that feels human, and

human agents who can focus on problem-solving and empathy-driven interactions,” said Chris Rand, Chief Business Development Officer at Magellan Solutions USA. “Ferdinand is a partner that learns, adapts and delivers real business results by automating repetitive tasks with smooth handoff to human agents when it’s needed.”

Ferdinand integrates seamlessly into existing workflows and platforms, handling live chat, email and voice interactions with natural fluency. It can operate as a standalone virtual agent or a hybrid support layer alongside Magellan’s U.S.-based and offshore teams.

Designed for enterprise and small businesses alike, Ferdinand is an ideal customer support partner for a wide range of industries, including:

- **Healthcare:** HIPAA-compliant triage and appointment coordination
- **Utilities and Telecom:** Outage notifications, billing inquiries and payment assistance
- **Travel and Hospitality:** Reservation support and guest experience automation
- **Ecommerce and Retail:** Real-time order tracking, returns and upselling
- **Banking and Financial Services:** Secure account support and fraud alerts

The latest advancement in AI-driven customer engagement, Ferdinand is available as part of Magellan Solutions USA’s AI Customer Service Suite, part of a broader commitment to innovation that helps clients deliver seamless omnichannel experiences. Meet Ferdinand and schedule a live demo at <https://www.ferdinandagent.ai/>.

About Magellan Solutions USA, Inc.

A certified veteran- and minority-owned company, Magellan Solutions USA, Inc. is a full contact center and business process outsourcing service provider with U.S. onshore capabilities in California, Texas, and Florida, and offshore capabilities in Manila, Philippines. Since its founding in 2005, Magellan Solutions USA has served both commercial and government sectors, including IT and software engineering, healthcare business operations, energy demand, and end-to-end customer service outsourcing. For more information, visit www.magellansolutionsusa.com.

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