

## Feature guide

This section contains description about different features in Puzzel Contact Centre solution as listed below:

- [Call Recording](#)
- [Statistics](#)
- [Multi Carrier Option \(MCO\)](#)
- [PCI Phone payment](#)
- [Positioning and localisation of callers \(Norway only\)](#)
- [Chat log XML format](#)
- [Puzzel Agent Application Feature Matrix](#)