



CODE CHALLENGE
CHAMPIONSHIP

PYTHON MISSION 1

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JUNIOR CATEGORY

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Call Center Service Selector

Overview:

A startup tech company named “TechLand” wants to create an auto-reply system where customers can select the service they need by entering the corresponding number on their phone. This system will guide customers to the correct department, similar to the automated systems used in real-world call centers.

Mission:

1- Welcome the customer then ask them to enter an **integer number from 1 to 4** to select a service from the following menu in that order:

(Account services, Technical support, Complaints, Other services)

2- Based on the customer selection, print the corresponding message:

- 1 → “We will direct you to the **account services** department”
- 2 → “We will direct you to the **technical support** department”
- 3 → “We will direct you to the **complaints** department”
- 4 → “We will direct you to the **other services** department”

3- Finally, display a **thank you message** to the customer and don't forget to handle cases of entering **out of range numbers**.

As a **bonus part**, develop the same program but **without using conditional statements** to make it more efficient using **dictionaries**.

Useful Hints:

- ✓ Use the **int()** command to convert the input to an integer.
- ✓ Use conditional statements (**if-elif-else**) or **match statement** to display the appropriate message to the user.
- ✓ For the bonus part, use a **dictionary** to map service numbers as **keys** to service names as **values**, to avoid the message repetition.

Expected Output:

Example of 1 customer requesting the technical support department

Welcome to TechLand call center!

Here are our services:

- 1- Account services
- 2- Technical support
- 3- Complaints
- 4- Other services

Choosing technical support

Choose a service from (1-4): 2

We will direct you to the technical support department

Thank you for visiting us!

Example of entering an invalid service number

Welcome to TechLand call center!

Here are our services:

- 1- Account services
- 2- Technical support
- 3- Complaints
- 4- Other services

Choosing invalid service number

Choose a service from (1-4): 5

Invalid selection. Please enter a number between 1 and 4.

Thank you for visiting us!

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