Build a Recursive IVR System in Python

IVR Menu Structure:

Main Menu:

1. Mobile Services
2. Internet Services
3. TV & OTT Services
4. Talk to Customer Support
5. Exit

Mobile Services:

- Prepaid
  - Balance Inquiry
  - Recharge
    - Using Credit Card
    - Using UPI
    - Recharge History
    - Back for Prepaid Menu
    - Back for Main Menu
  - Data Plans
    - 1. 1GB/day
    - 2GB/day
    - Unlimited
    - Back for Prepaid Menu
    - Back for Main Menu
  - Back
  - Back for Main Menu
- Postpaid
  - Current Bill
  - Bill Payment
    - Pay via NetBanking
    - Pay via Wallet
    - Back for Postpaid Menu
    - Back for Main Menu
  - Plan Upgrade
    - Silver to Gold
    - Gold to Platinum
    - Back for Postpaid Menu
    - Back for Main Menu
  - Back
  - Back for Main Menu
- Back

Internet Services:

- Broadband
  - Usage Details
  - Renew Plan
    - Monthly Plan

- ▪ Quarterly Plan
- ▪ Yearly Plan
- ▪ Back for Broad Band Menu
- ▪ Back for Main Menu
  - o Change Router
    - ▪ Request Technician Visit
    - ▪ Self Installation Guide
    - ▪ Back for Broad Band Menu
    - ▪ Back for Main Menu
  - o Back
  - o Back for Main Menu
- • Fiber
  - o New Connection
    - ▪ Residential
    - ▪ Business
    - ▪ Back for Fiber Menu
    - ▪ Back for Main Menu
  - o Status Check
  - o Back
  - o Back for Main Menu
- • Back

TV & OTT Services:

- • Channel Packs
  - o Sports Pack
  - o Movies Pack
  - o All-in-One Pack
  - o Back for Main Menu
- • Recharge
  - o 1 Month
  - o 6 Months
  - o 12 Months
  - o Back for Main Menu
- • Complaint
  - o No Signal
  - o Overcharged
  - o Back for Main Menu
- • Back