1. task for Solution Architect / Customer Success Engineer

We were very happy to get to know you personally and can very well imagine welcoming you to our team! In order to be able to evaluate you from a professional side you will find two small tasks in this document - we look forward to learning more about your approach and solutions!

General information
- Please do not take more than 45 minutes for these tasks.
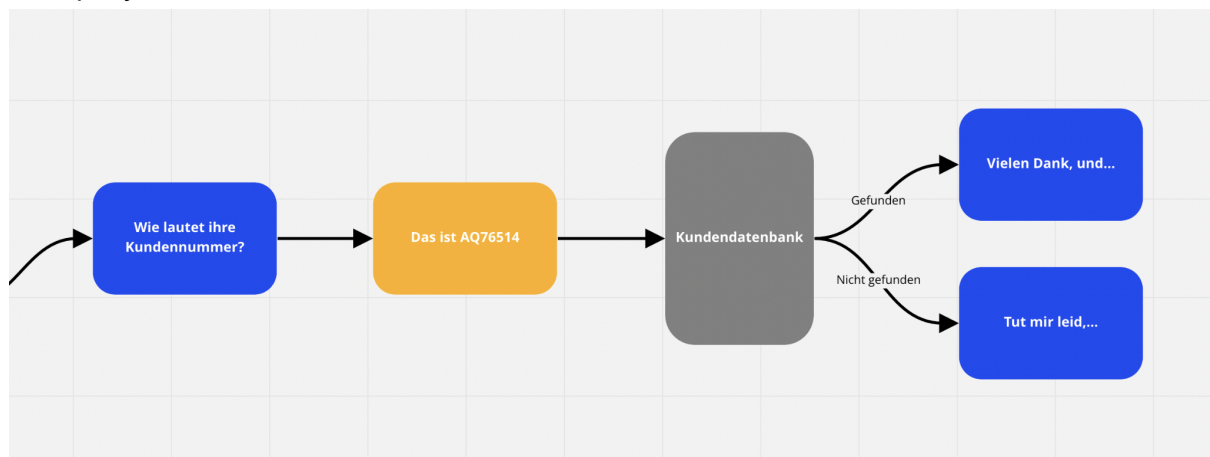- If you have any questions, please contact us directly!

Introduction
As you may have already learned: As a Solution Architect / Customer Success Engineer (f/m/d) you will not only become a real Parloa hero by building fully functional phonebots from scratch in Parloa, but you will also advise customers on technical implementation and integration.

Task 1 - Dialog Design
Please show us in form of a dialog diagram (e.g. with shapes and arrows in PowerPoint or in tools like Miro, LucidChart, Diagrams.net etc.) a use case of your choice, how you can create an automated telephone experience for a company of your choice (including technical considerations) and which dialogs can be heard in the conversation with the bot.

Exemplary visualization:

Task 2 - Input validation
Write a function in a programming language of your choice (we use Javascript/TypeScript) that normalizes and validates user input.

Specifically, the goal is to check whether the user's input corresponds to an insurance number. For the fictitious customer, insurance numbers look like this:

- PA-0000000 (PA + 7 digits), or.
- 000000-A0 (6 numbers + A&number).

Where "0" represents any number.

Since the data is transcribed by a speech recognizer, the transcripts may have errors and are returned without or with different formatting.

For example, "PA-1234567" may be pronounced as and transcribed as "PA minus 123 45 6 7". "654321-A2" might look like this, "654 321 A 2."

Write a function that checks such transcripts against valid formats, and in case of success returns the result properly formatted (e.g. PA-000000). In case of an error, an empty string should be output.

You are welcome to send the code e.g. as a gist/notebook/etc. or simply as an attachment.