Name(s)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Period \_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  | **Reading Passage** |  |
| --- | --- | --- |

A chain of retail stores uses software to manage telephone calls from customers. The system was recently upgraded. Customers interacted with the original system using their phone keypad. Customers interact with the upgraded system using their voice.

The upgraded system (but not the original system) stores all information from the calling session in a database for future reference. This includes the customer’s telephone number and any information provided by the customer (name, address, order number, credit card number, etc.).

The original system and the upgraded system are described in the following flowcharts. Each flowchart uses the following blocks.





