Name(s)_____ Period _____ Date _____

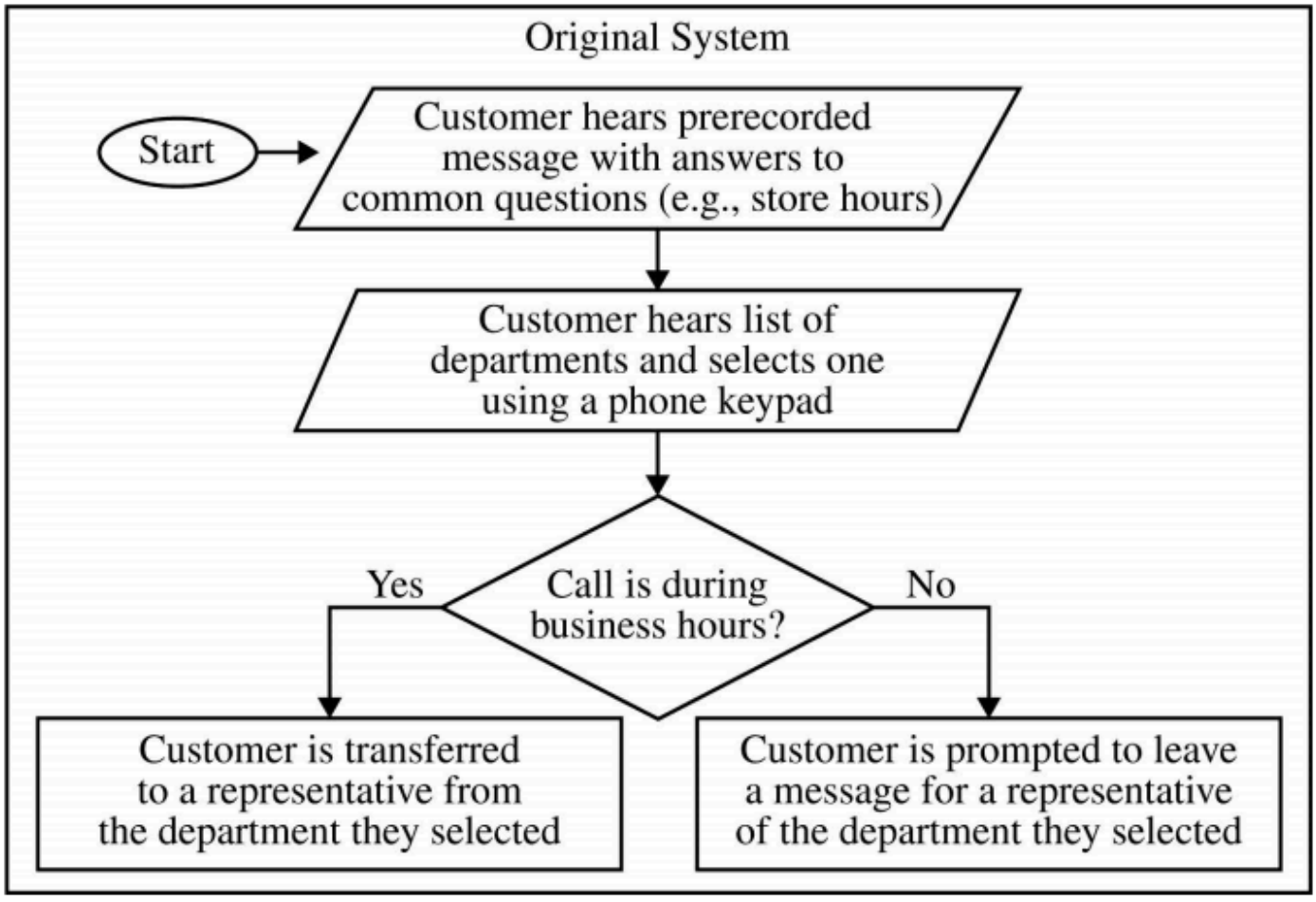
Activity Guide - Reading Passage

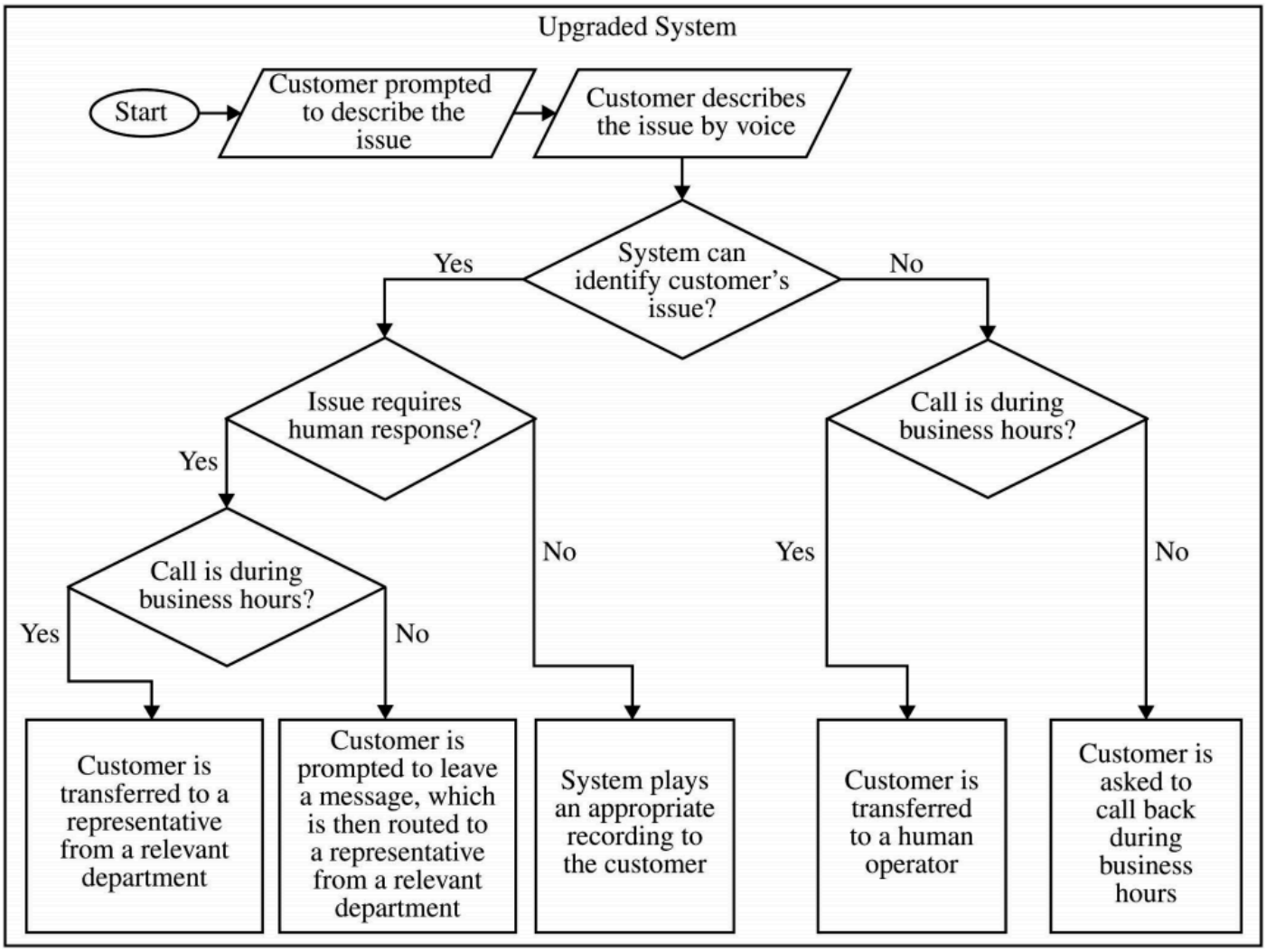
A chain of retail stores uses software to manage telephone calls from customers. The system was recently upgraded. Customers interacted with the original system using their phone keypad. Customers interact with the upgraded system using their voice.

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.

Block	Explanation
Oval	The start of the algorithm
Parallelogram	An input or output step
Diamond	A conditional or decision step, where execution proceeds to the side labeled "Yes" if the answer to the question is yes and to the side labeled "No" if the answer to the question is no
Rectangle	The result of the algorithm




Upgraded System
Start
Customer prompted to describe the issue
Customer describes the issue by voice
System can identify customer's issue?
Yes
No
Issue requires human response?
Yes
No
Call is during business hours?
Yes
No
Call is during business hours?
Yes
No
Customer is transferred to a representative from a relevant department
Customer is prompted to leave a message, which is then routed to a representative from a relevant department
System plays an appropriate recording to the customer
Customer is transferred to a human operator
Customer is asked to call back during business hours