

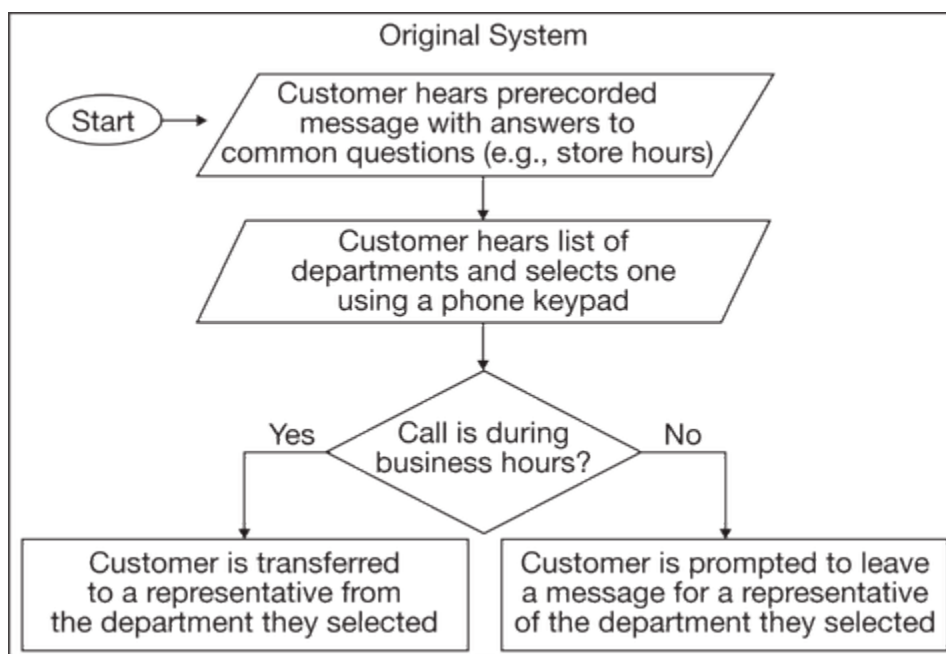
Reading Passage Practice

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.

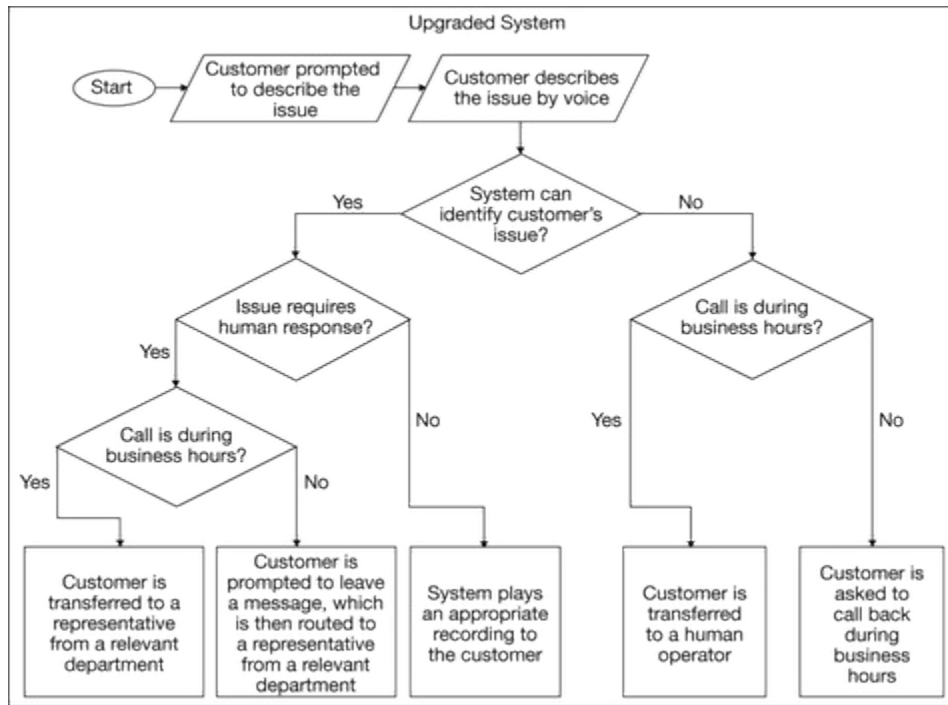
The upgraded system (but not the original system) stores all information from the calling session in a database for future reference. This includes the customer's telephone number and any information provided by the customer (name, address, order number, credit card number, etc.).

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



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- Which of the following is most likely to be a benefit of storing the information from each calling session in a database?
 - (A) The company can analyze the calling session data and thereby make better business decisions. ✓
 - (B) The company can ensure that customer information is protected from misuse.
 - (C) The company can reduce the costs associated with data storage.
 - (D) The company can reduce its need for data compression.
- Of the following potential benefits, which is LEAST likely to be provided by the upgraded system?
 - (A) Human representatives will not be needed to respond to some inquiries.
 - (B) The company will be able to provide a human representative for any incoming call. ✓
 - (C) Customers are likely to spend less time listening to information not relevant to their issue.
 - (D) Customers will be unable to mistakenly select the incorrect department for their particular issue.
- The upgraded system uses a directory containing additional information not supplied by the customer. The directory is used to help direct calls effectively. Which of the following is LEAST likely to be included in the directory?

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- (A) A list of common issues and whether each issue requires a human representative
- (B) A list of common keywords or phrases and a corresponding issue for each keyword or phrase
- (C) A list of computers the company owns and the computers' corresponding IP addresses ✓
- (D) A list of human representatives and the corresponding department for each representative
4. Which of the following is the most likely data privacy concern of the upgraded system?
- (A) Customers' personal information could be compromised if an unauthorized individual gains access to the call session database. ✓
- (B) Storing information in the call session database makes it easy for individuals to trick the system using malicious links.
- (C) The system design increases the chance that customers will unknowingly install malware on their devices that will share their data with unauthorized individuals.
- (D) The system design makes it easy for unauthorized individuals to acquire customers' private encryption keys.
5. To direct a call to the appropriate destination, which of the following input data is needed by the upgraded system that was NOT needed by the original system?
- I. Audio signal of the customer's voice
- II. The customer's keypad selection
- III. The customer's phone number
- (A) I only ✓
- (B) II only
- (C) I and III only
- (D) I, II, and III
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