Figure 1. Various memories used during the employee verification process.

Diagram boxes: telephone → Joan's short-term → CAT record → paper → EMPLOY → paper → telephone caller's memory → telephone; CAT record → CAT indexing

Table 1. First 3 turns of an employment verification call

1	HR Hotline. This is Joan, thanks for holding...
2	I can do that.
3	Hold one moment.... (Joan closes her old Call Tracking (CAT) record, and starts a new CAT record.) I just need to get, to get a little more information. M...A...N...D...E...L? (Joan types name as she is sounding the letters.) Do you have a social security number? (She types the social security number as she listens.) Okay, hold on, please.

Table 2: Detail of representational states, media, and processes for third turn.

	(Joan closes her old Call Tracking (CAT) record	and starts a new CAT record.)	I just need to get, to get a little more information.	M...A...N...D...E...L? (Joan types name as she is sounding the letters.)	Do you have a social security number?
Agent:	Joan	Joan	Joan	Joan	Joan
rep state/medium	hand position/mouse	hand position/ mouse	I just need to.../ voice	M...A.../ voice	Do you have a .. / voice
processing/kind	create/physical	create/physical	create/ verbal	create/physical	create verbal
Agent:	mouse	mouse	telephone	keyboard	telephone
rep state/medium	movement/mouse	movement/mouse	I just need to.../ voice	M…A.../mouse	Do you have a .. / voice
processing/kind	propagate/physical	propagate/physical	propagate/audible	propagate/physical	propagate/audible
Agent:	computer	computer	Caller	computer	Caller
rep state/medium	moving cursor/CRT	moving cursor/CRT	I just need to.../ voice	M…A.../CRT	Do you have a .. / voice
processing/kind	propagate/CRT	propagate/CRT	propagate/auditory processing	propagate/CRT	propagate/auditory processing

Figure 2. The processing from the 3rd column of Table 2 re-represented as a diagram.

Figure 2 contents: JOAN — I just need to… voice | VERBAL → | TELE: — I just need to… voice | AUDITORY → | CALLER — I just need to… voice
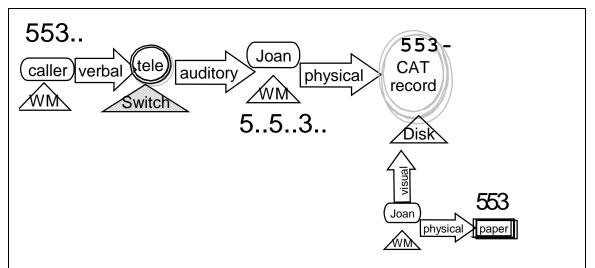

Figure 3. Graphical representation of representational states and processes. Agents are circular. Triangles represent memory. (The grayed-out triangle is unused memory.) Arrows represent processing.