**CF Coding Scheme**

1 – Action

2\_0 direct ep change

2 \_1 info there

2\_2 info there and read

2\_2\_1 just read

2\_3 by own additional action

2\_4 by someone else

She checked the email and made sure to follow up and ask the company if there were any nuts in there – how to code this?

3 agent-related properties

3\_1 careful, diligent

4 Environment

4\_1

4\_2 receiver