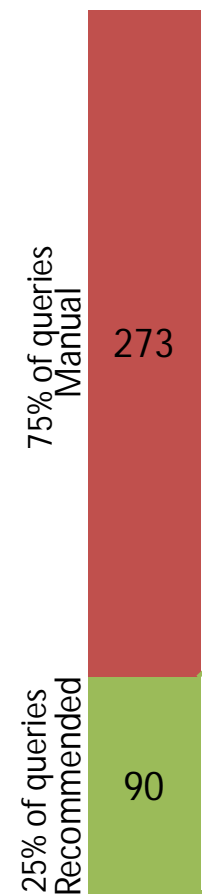
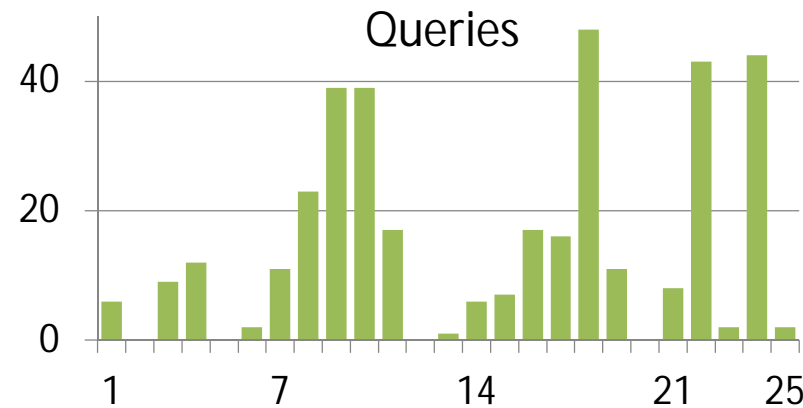
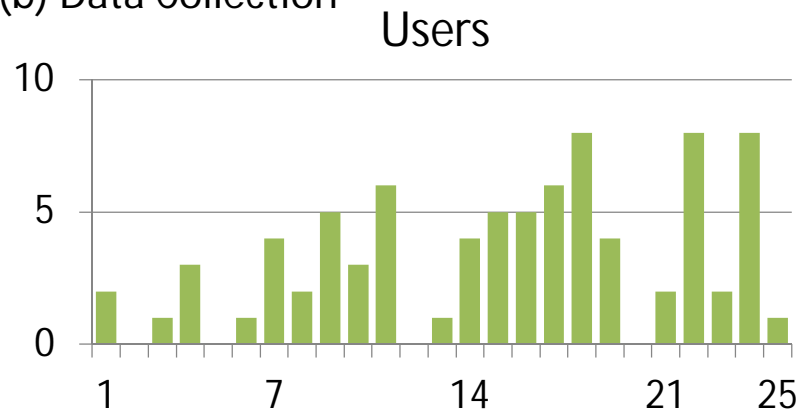


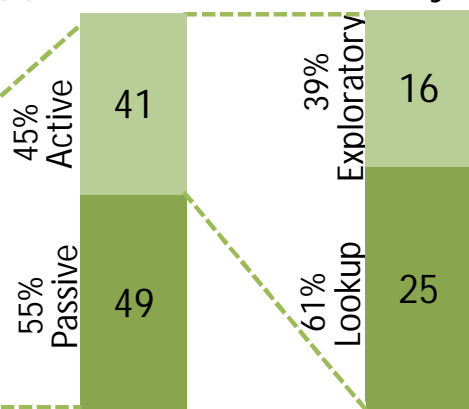
(a) Total Queries



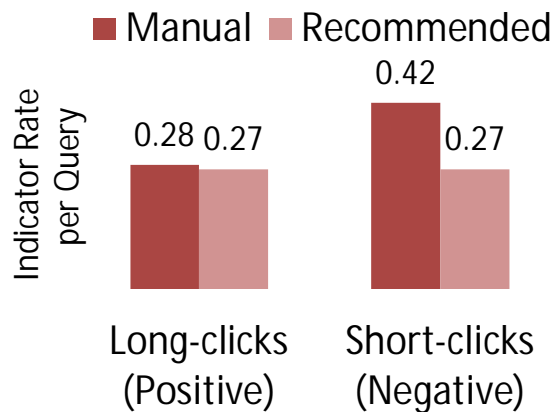
(b) Data Collection



(c) Recommended Query Types



(d) Satisfaction Indicators



(e) Failure Rate

