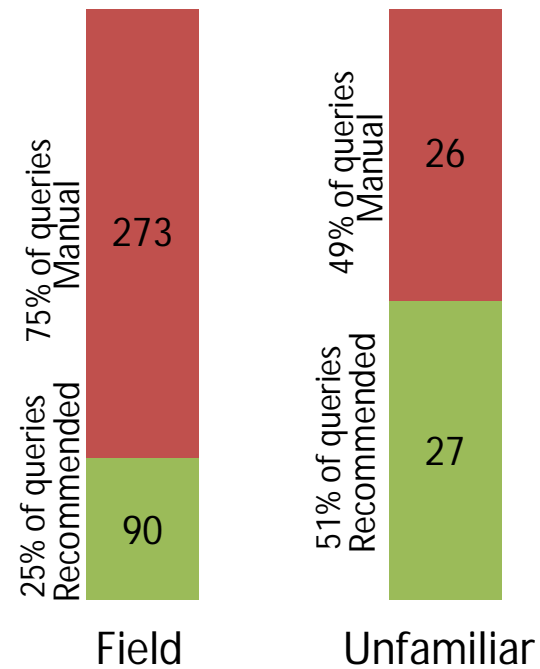


(a) Total Queries



(b) Satisfaction Rate

