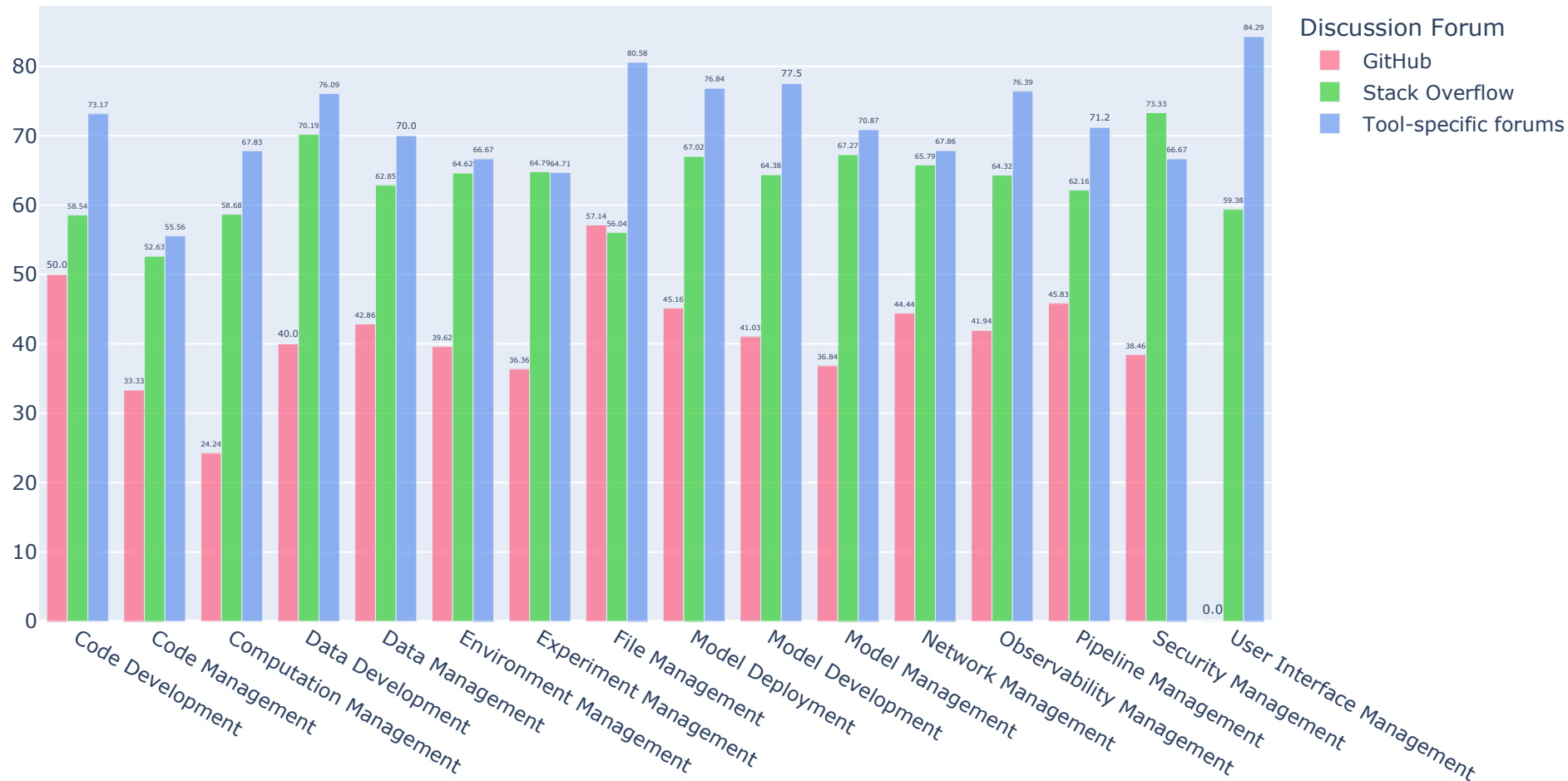


Knowledge Inquiry (Unresolved Rate)



Problem Inquiry (Unresolved Rate)

