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# Hero Vired MongoDB Assignment regarding the bank data – Final Submission

## 🔍 Task 13: Feedback Analysis

- \*\*Objective\*\*: Analyze customer feedback for escalation trends and sentiment patterns.

- \*\*Outputs\*\*:

- `Task13\_escalation\_summary.json` & `.csv` – Count of feedback grouped by escalation reasons.

- `Task13\_sentiment\_by\_category.json` & `.csv` – Average sentiment score across feedback categories.

## 🕵️‍♂️ Task 14: Behavior Log Investigation

- \*\*Objective\*\*: Detect suspicious user behavior based on session metrics.

- \*\*Outputs\*\*:

- `Task14\_suspicious\_sessions.json` & `.csv` – Sessions with unusually long durations and low page views.

## Notes:

- JSON files are formatted for direct MongoDB ingestion or Atlas Compass inspection.

- CSV files are suitable for tabular display and Word document embedding.