1. Insert New Feedback

```
db.feedback.insertOne({

  loan_id: 2001,

  customer_id: 101,

  feedback_text: "The loan approval process was seamless, but the interest rate was slightly higher than expected.",

  sentiment_score: 0.7,

  feedback_category: "Approval Process",

  escalation_flag: false,

  escalation_reason: null,

  timestamp: ISODate("2024-11-15T10:30:00Z")

});
```

2. Update Escalation Flags

```
db.feedback.updateOne(

 {

   loan_id: 2002,

   customer_id: 102,

   escalation_flag: true,

   escalation_reason: null

 },

 {

  $set: {

    escalation_reason: "Delayed response from customer service"

  }

 }

);
```

3. Remove Duplicate Behavior Logs

```
const duplicates = db.behavior_logs.aggregate([
  {
    $group: {
      _id: { customer_id: "$customer_id", timestamp: "$timestamp" },
      ids: { $addToSet: "$_id" },
      count: { $sum: 1 }}},
  {
   $match: { count: { $gt: 1 } }
  }
]).toArray();


duplicates.forEach(doc => {
  const [keep, ...remove] = doc.ids;
  db.behavior_logs.deleteMany({ _id: { $in: remove } });
});
```

4. Retrieve Positive Feedback

```
db.feedback.find(
  { sentiment_score: { $gt: 0.5 } },
  {
    _id: 0,
    loan_id: 1,
    customer_id: 1,
    feedback_text: 1,
    sentiment_score: 1
  }
);
```

5. Fetch Logs for 'Missed Payment' Actions

```
db.behavior_logs.find(
  { action: "Missed Payment" },
  {
    _id: 0,
    customer_id: 1,
    timestamp: 1,
    device: 1,
    ip_address: 1
  }
);
```