

```
{
  "source": "transcript_parser",
  "created_at": "2025-11-19T19:07:14.637273",
  "case_id": "CS-20251119-0001",
  "customer": {
    "name": "Brian Keller",
    "contact": "Not Provided"
  },
  "order": {
    "number": "HT-ORD-88214",
    "product_name": "PureAir Ultra Filter Max",
    "purchase_date": "September 2nd, 2025",
    "received_date": "September 5th or 6th, 2025"
  },
  "issue": {
    "description": "The smart air purifier powers on but stops after a few
minutes and displays an error code. Unplugging it overnight did not resolve the
issue.",
    "preferred_resolution": "Replacement"
  }
}
```