

```
{  
    "source": "transcript_parser",  
    "created_at": "2025-11-19T10:36:59.035435",  
    "case_id": "CS-20251119-0001",  
    "customer": {  
        "name": "Emma Davis",  
        "contact": "Not Provided"  
    },  
    "order": {  
        "number": "ORD-20250710-8765",  
        "product_name": "UltraClean Vacuum 3000",  
        "purchase_date": "2025-07-10",  
        "received_date": "2025-07-12"  
    },  
    "issue": {  
        "description": "Customer ordered 'UltraClean Vacuum 3000' but received  
        'Handheld MiniVac' instead.",  
        "preferred_resolution": "Replacement shipped overnight"  
    }  
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