

```
{
  "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"
  }
}
```