

```
{  
  "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"  
  }  
}
```