

Frontend: Client's Site

```
import { createTicket } from 'backend/supportService';

import wixData from 'wix-data';

$w.onReady(function () {

  $w("#submitTicketButton").onClick(() => {

    const newTicket = {

      title: $w("#reporterInput").value,

      ticketSubject: $w("#ticketSubjectInput").value,

      message: $w("#messageInput").value,

      dateCreated: new Date($w("#todaysDateInput").value).toISOString(),

      ticketStatus: $w("#statusBackendInput").text

    };

    createTicket(newTicket).then(() => {

      $w("#ticketCreationConfirmation").show();

      loadTickets();

      clearForm(); // Clear the form after submission

    });

  });

  loadTickets();

});

function loadTickets() {

  wixData.query("SupportTickets")

    .find()

    .then(results => {
```

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    if (results.items.length > 0) {

        $w("#ticketsRepeater").data = results.items;

        $w("#ticketsRepeater").show();

    } else {

        $w("#ticketsRepeater").hide();

    }

});

$w("#ticketsRepeater").onItemReady(($item, itemData) => {

    $item("#reporterDisplay").text = itemData.title;

    $item("#ticketSubjectDisplay").text = itemData.ticketSubject;

    $item("#messageDisplay").text = itemData.message;

    $item("#dateDisplay").text = formatDate(itemData.dateCreated);

    $item("#statusDisplay").text = itemData.ticketStatus;

});

}

// Function to format the date

function formatDate(dateString) {

    let date = new Date(dateString);

    return date.toLocaleDateString('en-US', { month: 'long', day: 'numeric', year: 'numeric' });

}

// Function to clear the form

function clearForm() {

    $w("#reporterInput").value = "";

    $w("#ticketSubjectInput").value = "";

```

```
$w("#messageInput").value = "";

$w("#todaysDateInput").value = null; // Clear the date input

}
```

Backend - Client's Site

(Name the file supportService.jsw or it won't work)

```
import { fetch } from 'wix-fetch';

import wixData from 'wix-data';

export async function createTicket(ticket) {

  if (ticket.dateCreated) {

    ticket.dateCreated = new Date(ticket.dateCreated).toISOString();

  }

  // Insert into client's CMS

  await wixData.insert("SupportTickets", ticket);

  const yourApiUrl = 'https://yourwebsite.com/_functions/submitTicket';

  console.log("Sending ticket:", ticket); // Log the ticket being sent

  try {

    const response = await fetch(yourApiUrl, {

      method: 'POST',

      body: JSON.stringify(ticket),

      headers: {'Content-Type': 'application/json'}

    });

    console.log("Response received:", response); // Log the response

    if (!response.ok) {

      console.error("Response error status:", response.status); // Log the error status
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        throw new Error(`HTTP error! status: ${response.status}`);
    }

    return response.json();
} catch (error) {

    console.error('Error:', error); // Log the error

}
}

```

Your Website

(Name the file http-functions.js or it won't work)

```

import { ok, badRequest } from 'wix-http-functions';

import wixData from 'wix-data';

export async function post_submitTicket(request) {

    console.log("Received request:", request); // Log the entire request

    try {

        if (!request || !request.body) {

            console.log("Request or request body is null");

            throw new Error('Invalid request');

        }

        const ticket = await request.body.json();

        console.log("Ticket data:", ticket); // Log the ticket data

        const result = await wixData.insert("SupportTickets", ticket);

        return ok({

            body: JSON.stringify(result),

            headers: {"Content-Type": "application/json"}

```

```
});  
} catch (error) {  
    console.error("Error occurred:", error); // Log any errors  
    return badRequest({  
        body: JSON.stringify({"error": error.message}),  
        headers: {"Content-Type": "application/json"}  
    });  
}  
}
```