1. In support window component, we are going to use **State Variables** to manage whether the email form is visible or chat feed is visible.
2. When a user submits their email, and the handleSubmit() function triggers, we need to make **Rest API** calls for this to happen
3. For the Rest API’s we are gonna go to **chatengine.io** which is a suite of Rest APIs and chat UI components.

Login/Sign Up -> New Project (Project Title : Support Engine) -> You get API KEYS (Project ID and Private Key) [Set them as environment variables]

1. Create a file called **‘.env.local’**

In it, set the values as =>

REACT\_APP\_CE\_PRIVATE\_KEY = -----

REACT\_APP\_CE\_PROJECT\_ID= -----

1. Restart the server for the environment variables to apply them
2. Create a chat user, by going to users on chat engine.io site on the specific project, set a dummy password(secret)
3. Add axios  
   npm install axios
4. Now we can start making API calls:

In emailForm component:

function getOrCreateUser ()

function getOrCreateChat ()