

1. Create index.jsp page inside web directory and add a link for cstech support form with href set to '/support'.
2. When user clicks the link, he/she should be presented with a form having following fields
  - a. Name
  - b. Email address
  - c. Problem
  - d. Problem description (textarea)
  - e. Submit button with label 'help'
3. When submit button is clicked form should be submitted to the '/support' again using POST method and user should see confirmation details as follows:
  - a. Thank you! [Name] for contacting us. We should receive reply from us within 24 hrs in your email address [Email Address]. Let us know in our support email [support email] if you don't receive reply within 24 hrs. Please be sure to attach your reference [support\_ticket\_id] in your email.
    - i. Support\_email should come from context param.
    - ii. Support\_ticket\_id is generated randomly for every request.