

# WORK 15 - In-App Support Chat + Screenshot Upload (Beta)

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**Date:** November 26, 2024

**Status:**  Complete & Ready for Deployment

**Feature:** In-app bug reporting with screenshot upload

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## Objective

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Add a simple in-app “Help” feature so athletes can report bugs inside CatchBarrels by:

- Opening a support panel
- Describing what broke
- Uploading a screenshot
- Submitting a support ticket

The system captures enough context for you (Rick) or an AI agent to debug and fix issues later.

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## What Was Implemented

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### Database Model

**File:** `prisma/schema.prisma`

**New Model:** `SupportTicket`

```

model SupportTicket {
  id String @id @default(cuid())
  userId String?
  user User? @relation("UserSupportTickets", fields: [userId], references: [id], onDelete: SetNull)
  userEmail String?
  role String? // "admin", "coach", "player"

  // Ticket details
  whereHappened String // "Dashboard", "New Lesson", "History", etc.
  description String @db.Text
  screenshotUrl String? // S3 key for screenshot

  // Context for debugging
  userAgent String?
  pageUrl String?
  extraContext Json? // Additional debug info (device, browser, etc.)

  // Status tracking
  status String @default("open") // "open", "in_progress", "resolved"

  createdAt DateTime @default(now())
  updatedAt DateTime @updatedAt

  @@map("support_tickets")
  @@index([userId])
  @@index([status])
  @@index([createdAt])
}

```

**Migration:** Auto-generated and applied ✓

## 2 API Endpoints

### POST /api/support/tickets

**File:** app/api/support/tickets/route.ts

**Purpose:** Submit a new support ticket

**Request:**

```

FormData {
  whereHappened: string (required)
  description: string (required)
  screenshot: File (optional)
  pageUrl: string (auto-captured)
  includeDebug: boolean (default: true)
}

```

**Response:**

```
{
  "success": true,
  "ticketId": "clXXXXXXXXX",
  "message": "Support ticket submitted successfully"
}
```

**Features:**

- ☒ Authentication required
- ☒ File type validation (PNG, JPEG, HEIC)
- ☒ File size validation (max 10MB)
- ☒ Screenshot upload to S3
- ☒ Debug context collection
- ☒ Comprehensive error handling
- ☒ Logging for debugging

**GET /api/support/tickets**

**File:** `app/api/support/tickets/route.ts`

**Purpose:** Get all support tickets (admin only)

**Response:**

```
{
  "tickets": [
    {
      "id": "clXXXXXXXXX",
      "userEmail": "athlete@example.com",
      "role": "player",
      "whereHappened": "Dashboard",
      "description": "Upload button doesn't work",
      "screenshotUrl": "support/1234567890-screenshot.png",
      "screenshotSignedUrl": "https://i.ytimg.com/vi/CLZVk5l0uGc/sddefault.jpg",
      "pageUrl": "https://catchbarrels.app/dashboard",
      "status": "open",
      "createdAt": "2024-11-26T...",
      "user": { ... }
    }
  ]
}
```

**Features:**

- ☒ Admin/coach only access
- ☒ Last 100 tickets
- ☒ Ordered by most recent
- ☒ Includes user details
- ☒ Auto-generates signed URLs for screenshots

**PATCH /api/support/tickets/[id]**

**File:** `app/api/support/tickets/[id]/route.ts`

**Purpose:** Update ticket status (admin only)

**Request:**

```
{
  "status": "open" || "in_progress" || "resolved"
}
```

**Response:**

```
{
  "success": true,
  "ticket": { ... },
  "message": "Ticket status updated successfully"
}
```

**Features:**

- ☒ Admin/coach only access
- ☒ Status validation
- ☒ Error handling for invalid ticket IDs

### 3 UI Components

#### Support Button

**File:** components/support-button.tsx

**Features:**

- ☒ Floating button (bottom-right)
- ☒ BARRELS gold styling
- ☒ "Need help?" text label
- ☒ Opens support panel on click
- ☒ Hover animations

**Design:**

```
<button>
  <MessageCircle className="w-5 h-5" />
  <span>Need help?</span>
</button>
```

**Positioning:**

- Bottom-right corner
- Above bottom navigation (z-index: 40)
- Fixed position

#### Support Panel

**File:** components/support-panel.tsx

**Features:**

- ☒ Right-side drawer (Sheet component)
- ☒ Form with validation
- ☒ Screenshot upload with drag-and-drop
- ☒ Debug info toggle
- ☒ Success confirmation
- ☒ Auto-close after submission
- ☒ Loading states
- ☒ Error handling

**Form Fields:****1. Where did this happen?** (Dropdown)

- Dashboard
- New Lesson
- History
- Momentum Transfer Card
- Video Upload
- Profile
- Settings
- Other

**1. What went wrong?** (Textarea)

- Required
- Multi-line
- Placeholder: "Describe what happened..."

**2. Add screenshot** (File upload)

- Optional but recommended
- PNG, JPEG, HEIC
- Max 10MB
- Preview after selection

**3. Include debug info** (Toggle)

- Default: ON
- Captures device and browser details

**States:**

- Submitting: Shows spinner, disables inputs
- Success: Shows checkmark, displays ticket ID
- Error: Shows toast notification

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**Main Layout Integration**



**File:** `components/layout/MainLayout.tsx`

**Changes:**





```
import { SupportButton } from "@components/support-button";

export function MainLayout({ children }: MainLayoutProps) {
  // ...
  return (
    <>
      {!shouldHideHeader && <BarrelsHeader />}
      {children}
      {!shouldHideHeader && <SupportButton />}
    </>
  );
}
```




**Visibility:**

-  Shows on all authenticated pages
-  Hidden on auth pages (/auth/login, /auth/signup, /welcome, /onboarding)

**4 Admin Support Page****Server Component****File:** app/admin/support/page.tsx**Features:**

-  Admin-only access
-  Page metadata (title, description)
-  Suspense for loading state
-  Clean header with emoji






**Client Component****File:** app/admin/support/support-tickets-client.tsx**Features:****Stats Cards:**

-  Open tickets count
-  In Progress tickets count
-  Resolved tickets count

**Tickets Table:**

Created	User	Where	Description	Screenshot	Status
X min ago	name	email	Badge	Text + Page Link	View Button   Dropdown

**Table Features:**

-  Sortable by date (most recent first)
-  User information (name + email)
-  Location badge
-  Description with line clamp (2 lines)
-  Page URL link (external)

- ☒ Screenshot view button
- ☒ Status dropdown (open, in\_progress, resolved)
- ☒ Color-coded status badges
- ☒ Real-time status updates

#### Interactions:

- Click screenshot "View" button → Opens screenshot in new tab
- Change status dropdown → Updates ticket status
- Click page URL → Opens page in new tab

#### Empty State:

- Shows when no tickets exist
- Checkmark icon
- "No support tickets yet" message



## Security & Access Control

### Authentication

- ☒ All endpoints require authentication
- ☒ 401 Unauthorized for unauthenticated requests

### Authorization

- ☒ **POST /api/support/tickets**: Any authenticated user
- ☒ **GET /api/support/tickets**: Admin/coach only
- ☒ **PATCH /api/support/tickets/[id]**: Admin/coach only
- ☒ **/admin/support page**: Admin/coach only (enforced by middleware)

### Data Privacy

- ☒ Screenshot URLs are signed (expire in 1 hour)
- ☒ S3 keys stored in database, not public URLs
- ☒ User data includes only necessary fields
- ☒ Tickets linked to user via optional relation (prevents cascade deletion issues)



## Data Captured

### Required Fields

- `whereHappened` : Location in app
- `description` : Bug description

### Optional Fields

- `screenshot` : Image file
- `pageUrl` : Current URL
- `userAgent` : Browser/device info
- `extraContext` : Additional debug data

## Auto-Captured

- `userId` : From session
- `userEmail` : From session
- `role` : From session
- `status` : Default "open"
- `createdAt` : Timestamp
- `updatedAt` : Timestamp

## Debug Context (if enabled)

```
{  
  "browser": "Chrome",  
  "platform": "Windows 10",  
  "timestamp": "2024-11-26T..."  
}
```



## Design Details

### Colors

- **Primary**: BARRELS gold ( `#E8B14E` )
- **Background**: Dark gray ( `#1a2332` , `#gray-900` )
- **Text**: White ( `#ffffff` )
- **Muted**: Gray ( `#gray-400` )

### Status Colors

- **Open**: Red ( `bg-red-500/20 text-red-400` )
- **In Progress**: Yellow ( `bg-yellow-500/20 text-yellow-400` )
- **Resolved**: Green ( `bg-green-500/20 text-green-400` )

### Typography

- Headings: Bold, white
- Body: Regular, gray-300
- Labels: Medium, gray-300
- Descriptions: Small, gray-400

### Spacing

- Button: `bottom-24 right-6` (above bottom nav)
- Panel: Full height drawer
- Form gaps: `space-y-6`
- Table padding: `p-4`



## Testing Checklist

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### Athlete Flow

- [x] Log in as athlete
- [x] See “Need help?” button on dashboard
- [x] Click button → drawer opens
- [x] Select “Where did this happen?” → Dashboard
- [x] Type description → “Upload button doesn’t work”
- [x] Upload screenshot → Valid PNG file
- [x] Toggle debug info → ON/OFF
- [x] Click “Send to Coach Rick” → Submits successfully
- [x] See success message with ticket ID
- [x] Drawer auto-closes after 3 seconds

### Admin Flow

- [x] Log in as admin (coach@catchbarrels.app)
- [x] Navigate to `/admin/support`
- [x] See stats cards (Open, In Progress, Resolved)
- [x] See tickets table with athlete’s ticket
- [x] See user email and name
- [x] See description and page URL
- [x] Click “View” screenshot button → Opens in new tab
- [x] Change status dropdown → “In Progress” → Updates successfully
- [x] Change status again → “Resolved” → Updates successfully
- [x] Toast notification shows on status change

### Error Handling

- [x] Invalid file type → Shows error toast
- [x] File too large (>10MB) → Shows error toast
- [x] Missing “where” field → Shows validation error
- [x] Missing description → Shows validation error
- [x] Network error → Shows network error toast
- [x] Screenshot upload fails → Shows upload error

### Edge Cases

- [x] No screenshot → Ticket submits successfully
  - [x] Debug info OFF → Ticket submits without extra context
  - [x] Long description → Text wraps in table, line clamp works
  - [x] No page URL → Shows ticket without page link
  - [x] Invalid ticket ID → Returns 404 error
-

## Files Changed

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### New Files

#### 1. Database

- `prisma/schema.prisma` (added SupportTicket model)
- `prisma/migrations/[timestamp]_add_support_tickets/` (auto-generated)

#### 2. API Routes

- `app/api/support/tickets/route.ts` (POST, GET)
- `app/api/support/tickets/[id]/route.ts` (PATCH)

#### 3. Components

- `components/support-button.tsx` (floating button)
- `components/support-panel.tsx` (drawer form)

#### 4. Admin Pages

- `app/admin/support/page.tsx` (server component)
- `app/admin/support/support-tickets-client.tsx` (client component)

#### 5. Documentation

- `docs/WORK15_SUPPORT_CHAT_COMPLETE.md` (this file)

### Modified Files

#### 1. Layout

- `components/layout/MainLayout.tsx` (added SupportButton)

#### 2. Database

- `prisma/schema.prisma` (added supportTickets relation to User model)
- 

## How to Access

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### For Athletes

1. Log in to `https://catchbarrels.app`
2. Look for gold “Need help?” button in bottom-right corner
3. Click to open support panel
4. Fill out form and submit

### For Admin/Coach

1. Log in as `coach@catchbarrels.app`
  2. Navigate to `/admin/support`
  3. View all tickets in table
  4. Update ticket status as needed
  5. Click “View” to see screenshots
- 

## Email Notifications (Optional)

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**Status:** Not implemented (documented only)

**How to Add:****1. Choose email service:**

- SendGrid
- AWS SES
- Resend
- Postmark

**2. Add environment variables:**

```
env
  SUPPORT_EMAIL_ENABLED=true
  SUPPORT_EMAIL_TO=coach@catchbarrels.app
  SUPPORT_EMAIL_FROM=noreply@catchbarrels.app
  EMAIL_API_KEY=your_api_key_here
```

**3. Update API route ( app/api/support/tickets/route.ts ):**

```
typescript
// After creating ticket
if (process.env.SUPPORT_EMAIL_ENABLED === 'true') {
  await sendEmail({
    to: process.env.SUPPORT_EMAIL_TO,
    from: process.env.SUPPORT_EMAIL_FROM,
    subject: `New Support Ticket #${ticket.id.slice(0, 8)}`,
    html: `
      <h2>New Bug Report</h2>
      <p><strong>From:</strong> ${ticket.userEmail}</p>
      <p><strong>Where:</strong> ${ticket.whereHappened}</p>
      <p><strong>Description:</strong> ${ticket.description}</p>
      <p><strong>Page:</strong> ${ticket.pageUrl}</p>
      <p><strong>Screenshot:</strong> ${ticket.screenshotUrl ? 'Yes' : 'No'}</p>
      <p><a href="https://catchbarrels.app/admin/support">View All Tickets</a></p>
    `,
  });
}
```

**Benefits:**

- Instant notification when bugs are reported
- Email includes ticket summary
- Link to admin dashboard

**Current Workaround:**

- Check /admin/support page regularly
- Stats cards show open ticket count at a glance



## Configuration

### Environment Variables

**Required** (already configured):

```
AWS_BUCKET_NAME=abacusai-apps-49d7a751a42c8b2c554254da-us-west-2
AWS_FOLDER_PREFIX=12705/
AWS_REGION=us-west-2
AWS_PROFILE=hosted_storage
```

**Optional** (for email notifications):

```
SUPPORT_EMAIL_ENABLED=false
SUPPORT_EMAIL_TO=coach@catchbarrels.app
SUPPORT_EMAIL_FROM=noreply@catchbarrels.app
EMAIL_API_KEY=
```

## Feature Flags

None required - feature is always enabled for authenticated users.



## Metrics to Track

### Usage Metrics

- Tickets submitted per day/week
- Average time to resolution
- Most common “whereHappened” locations
- Screenshot attachment rate
- Debug info opt-in rate

### Performance Metrics

- API response times
- Screenshot upload success rate
- S3 signed URL generation time

### User Satisfaction

- Ticket submission success rate
- Admin response time
- Ticket resolution rate



## Troubleshooting

### Issue: “Need help?” button not showing

#### Possible causes:

- User is on auth page (/auth/login, /auth/signup)
- User is not authenticated

#### Solution:

- Check that user is logged in
- Navigate to authenticated page (e.g., /dashboard)

## Issue: Screenshot upload fails

### Possible causes:

- File too large (>10MB)
- Invalid file type (not PNG/JPEG/HEIC)
- S3 credentials issue

### Solution:

1. Check file size and type
  2. Verify S3 credentials in `.env`
  3. Check server logs for S3 errors
- 

## Issue: Admin can't see tickets

### Possible causes:

- User is not admin/coach role
- Database connection issue

### Solution:

1. Verify user role: `coach@catchbarrels.app` has `role=admin`
  2. Check database connection
  3. Check server logs for errors
- 

## Issue: Screenshot button doesn't open image

### Possible causes:

- Signed URL expired (1 hour expiry)
- S3 key incorrect

### Solution:

1. Refresh the admin page to regenerate signed URLs
  2. Check S3 key in database matches actual file
  3. Verify S3 bucket permissions
- 



## Future Enhancements

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### Phase 2 Features

- [ ] Email notifications (SendGrid/SES)
- [ ] Slack webhook integration
- [ ] Coach Rick AI auto-responder
- [ ] Ticket search and filtering
- [ ] Ticket comments/notes
- [ ] Auto-categorization (AI-powered)
- [ ] Video recording instead of screenshot
- [ ] Browser console error capture
- [ ] Session replay integration









## Phase 3 Features

- [ ] Athlete ticket history
  - [ ] Ticket analytics dashboard
  - [ ] SLA tracking
  - [ ] Custom ticket fields
  - [ ] Multi-language support
  - [ ] Mobile app integration
- 








## Summary

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### What Was Built

-  Database model for support tickets
-  API endpoints (POST, GET, PATCH)
-  Floating “Need help?” button
-  Support panel with form
-  Screenshot upload to S3
-  Admin support tickets page
-  Status management
-  Signed URL generation for screenshots







### Key Features

-  Simple, intuitive UI
-  Screenshot upload
-  Debug context collection
-  User identification
-  Admin dashboard
-  Status tracking
-  Secure access control

### Impact

- **Before:** No way for athletes to report bugs
- **After:** Athletes can easily report bugs with screenshots

### Production Ready

-  TypeScript compilation: No errors
  -  Build: Successful
  -  Testing: All flows verified
  -  Documentation: Complete
  -  Security: Proper access control
  -  Performance: Optimized
-





## Success!

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The in-app support chat system is **complete** and **ready for deployment!**

Athletes can now easily report bugs with screenshots, and you (Coach Rick) can manage all tickets from the admin dashboard at `/admin/support` .

### Next Steps:

1. Deploy to production 
  2. Monitor for new tickets 
  3. (Optional) Set up email notifications 
  4. (Future) Add Coach Rick AI auto-responder 
- 

Status:  **WORK 15 COMPLETE**