# Video transcript

**Video 1.4: Using a form-based user interface: IT support system**

In this final video, we will look at a form-based user interface. Form-based user interfaces are commonly used on the web when applying or registering for something. The data from the form is input into a database.

This example, however, uses Microsoft Access, and it is a simple IT support database used by technicians to record user requests for support. It actually starts off with a menu, but the data is input using forms.

We will start by recording a new support request or ticket.

The forms on this system are pretty basic and they don’t give the user a lot of information about what is required.

A dropdown box is provided for the user to select the employee who has the IT problem, and it lists all the people in the company.

The same is the case with the related asset box; this is the equipment that has the problem.

The system automatically enters the date and time for you, and then there is a free text box to enter a description of the problem. Pressing Submit returns you to the main menu. But note that there is no confirmation that the support request has been entered.

Also, you can submit the ticket without filling in all (or indeed any) of the boxes on the form.

Next you need to allocate support tickets to a specific technician. This would normally be done by the senior technician.

This form lists all the support tickets which have not been allocated yet. You can scroll down to the one we just created. On the right side you can choose a technician from the dropdown box and select a priority for the support issue.

Clicking the Save button on this form also returns you to the main menu.

Can you think of any reason why the button on this form is labelled Save while the one on the Create Support tickets is labelled Submit?

The next form on the system allows you to view all the unresolved support tickets and shows you the main details of those tickets.

To update a specific ticket, you click its Update button.

This takes you to the Update ticket form. On this form the technician can update the progress on the issue and, if it is resolved they can enter a description of how it was resolved and enter a date when it was resolved.

Here, I’m just updating the category of the problem and the progress made.

This is quite a simple form-based user interface.

Here are a couple of questions you can think about.

Do you consider this user interface easy to use?

What improvements do you think could be made to it?

That’s all the videos on user interfaces. You might like to compare the different user interfaces you have seen and discuss their good and bad points.