

# CREATING A MICROSOFT ACCESS APPLICATION FOR CLIENT-FOCUSED SERVICES

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## **Abstract**

Microsoft Access provides simple and intuitive ways to create sophisticated databases with user-friendly interface that is easy to use even for average users.

The main goal of our project was to create a user-friendly application to store and retrieve data of clients using the services of a certain company. The data to be stored:

- name of the client,
- the service used by the client,
- date and time of service,
- the name of the employer providing the service.

By storing and summarising these data it became possible for the company to get annual or monthly information on the popularity of the provided services and the activity of the employers, etc.

Microsoft Access 2010 was used to build the necessary database and the user interface:

- Table objects were created to store the data. Every table had to contain a primary key to uniquely identify a row (a record) in a table. These primary keys were also used to connect the tables.
- Query objects were created to select and summarise data based on certain user-adjustable filtering criteria. Action queries were also programmed allowing the user to modify the data stored in the tables.
- Forms were designed to help the user to access the data in a user-friendly way.
- Reports were also designed to allow the printing of the filtered and summarised data.
- Macros made from a series of commands were also created for some special functions.

We also had to make sure that the user could only have access to the data but could not modify the structure of the database and the user interface.

To access the different objects, services in the database, a user interface with menus – called switchboard in Access – was also created and launches automatically when the application is opened.

*Key words: Microsoft Access, database*