**Use case name** Issue a cleaning ticket

**Actors** Non-member user, Hangoutsbot, Web Server

**Description** Non-member users join to the project by a filling a form on Google

Docs and they get an email from the team.

**Data** Constant form questions, pre-study survey questions, and

non-member user’s sign-up information such as name, email, Google

Hangouts account etc.

**Preconditions** Non-member user has to have an gmail/Google Hangouts account.

**Stimulus** Clicking Try It Now button on the website.

**Basic Flow** Step 1 - After clicking the button, redirect user to a Google Docs form Step 2 - Fill in the form (and also the survey) with the correct Google Hangouts account information.

Step 3 - User is sent an email in order to get information of the workflow of the system

**Alternative Flow** -

**Exception Flow** If user doesn’t agree with the preconditions given by the form, or the user doesn’t give answers in the correct type, an error message displayed by Google Docs.

**Postconditions** User information is now recorded in the database due to the sign-up.

After completing sign-up, Hangoutsbot system sends an email to user to inform about the workflow of the system.

Table 1: Sign Up Function