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| **USE CASE X** | Add new customer to loyalty card program. |
| **GOAL IN CONTEXT** | Customer requests a Manager add them to the loyalty card program. |
| **SCOPE AND LEVEL** | Company |
| **PRECONDITIONS** | We know the customer’s name and phone number. |
| **SUCCESS END CONDITIONS** | Manager correctly adds customer. |
| **FAILED END CONDITIONS** | Manager inputs info incorrectly. |
| **PRIMARY/SECONDARY ACTORS** | Manager, Customer |
| **TRIGGER** | Customer requests loyalty card. |
| **STEPS** | 1. Customer requests loyalty card 2. Manager receives required customer information 3. Manager inputs information to system 4. Manager gives customer loyalty card |
| **PRIORITY** | Top |
| **PERFORMANCE** | 5 minutes |
| **DUE DATE** | Release 1.0 |