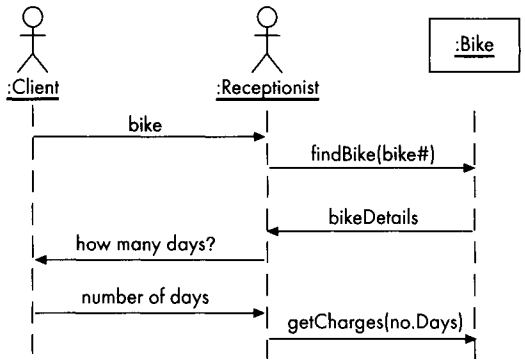

Figure 6.22 *Incorrect modelling of the behaviour of two actors*

interaction between the customer and the receptionist that is outside the scope of the system. We are not interested in what the customer and the receptionist say to each other, only in how they interact with the system.

The reason your CASE tool would not allow you to have an actor called Customer is probably that you have a Customer class on your class diagram. It is a very common modelling mistake to confuse the real customer with the electronic record of the customer's details.

Your diagram does make two other interesting points. First, it is quite valid to omit object activations. Second, the labels on the message arrows between the actors do not correspond to operations on classes and are therefore invalid. That is why you had to put them in by hand.

2 I can't get my CASE tool to automatically offer me a list of legitimate operations. I want to show that :Bike produces the bike details and the cost information. To get the CASE tool to do this I had to put all the message names in by hand. Is there something wrong with my diagram? See Figure 6.23.

:Bike does produce the items of information that you model, they are its outputs. However, what you have modelled are not messages but operation responses or returns. To get the CASE tool to work, you have to send the right message to :Bike to get it to execute whichever operation produces the outputs you want. Before that can happen you must have specified that this operation is an operation on the Bike class in the class diagram. Once you have done that, when you right-click your message arrow, most CASE tools will list the operations specified on the class of the target object so that you can select the one you want.