



# Theory

01 | Inclusive Gateway



# Theory

01 | Inclusive Gateway

02 | Message Event



# Theory

01 | Inclusive Gateway

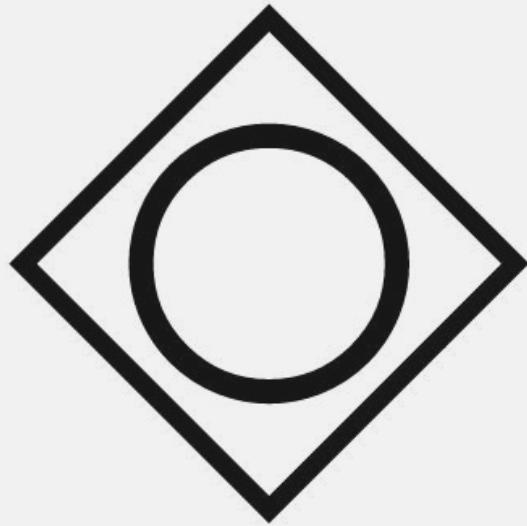
02 | Message Event

03 | Collapsed Pool

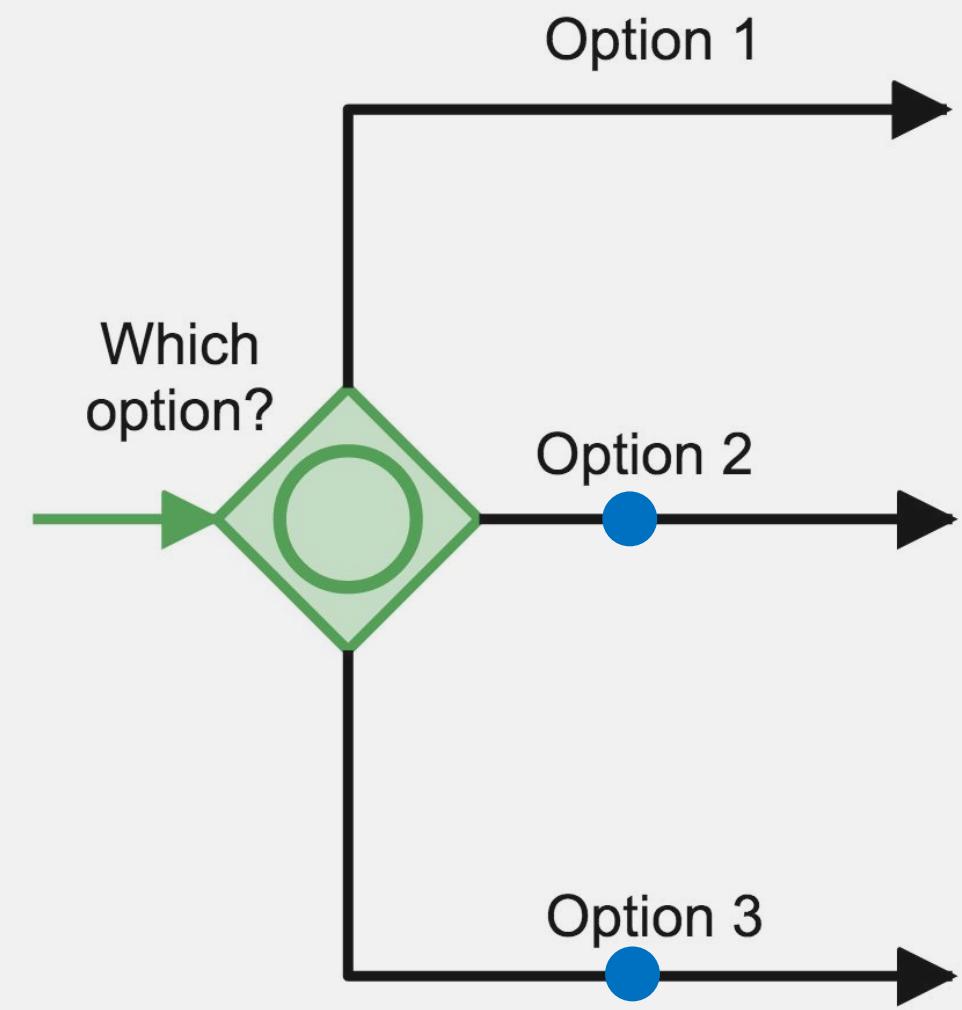
# BPMN Theory

process camp

# Inclusive Gateway

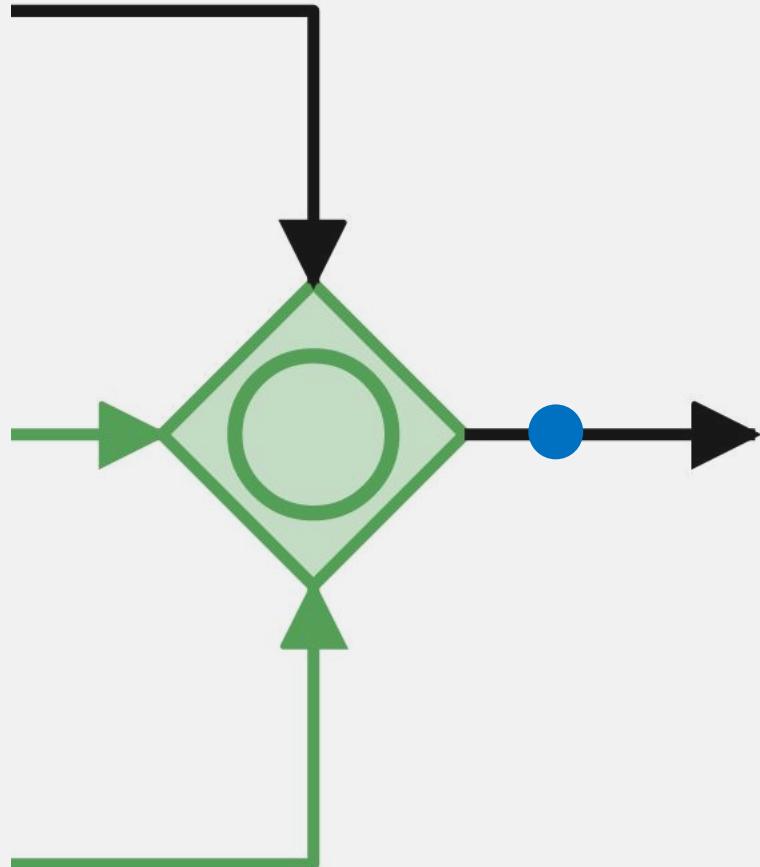


- Defines a decision



# Inclusive Gateway

- Any combination of paths can be taken

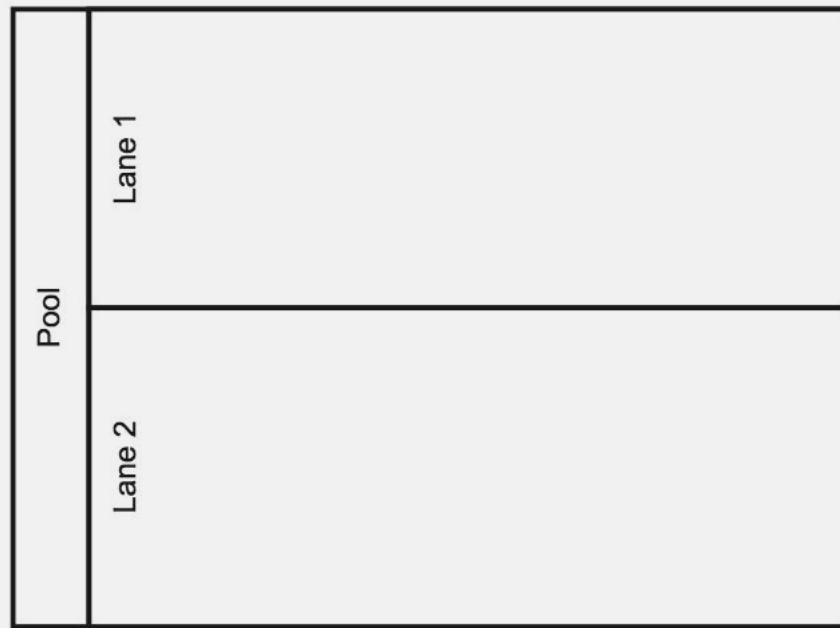


# Inclusive Gateway

[closing]

- Waits for all active inputs
- Is informed about all preceding token flows

# Collapsed Pool



- Don't show the process flow – like a black box
- Collapsed Pools are used to represent external process participants

# BPMN Theory

process camp

# Message Event



Message Event

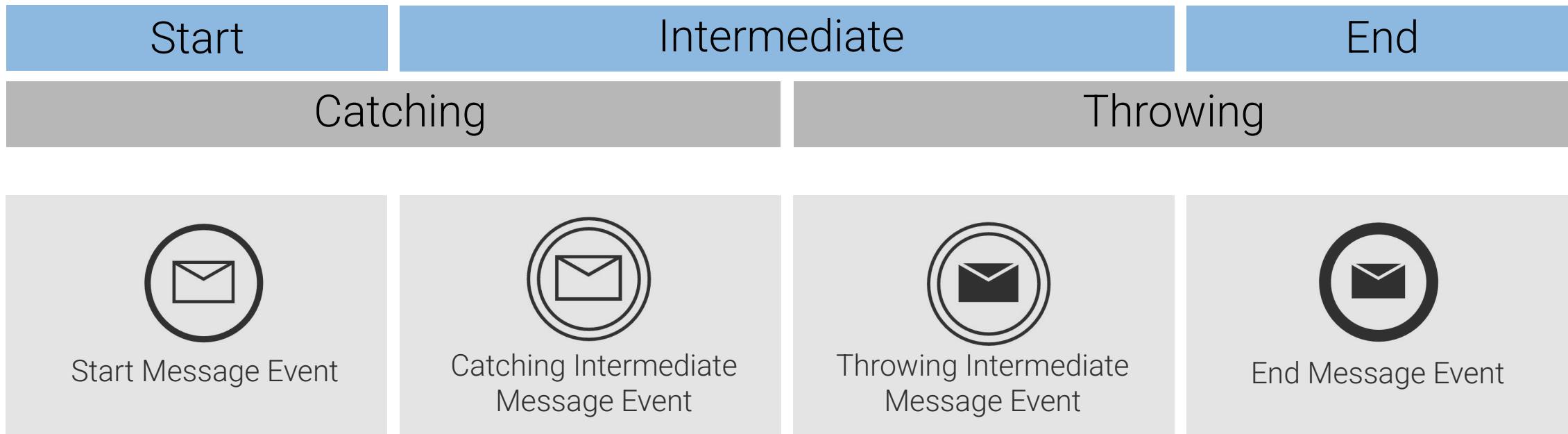
- Represents incoming or outgoing messages
- Is also used for the sending or receiving goods, money or other things

Why do we need 4 message event types?

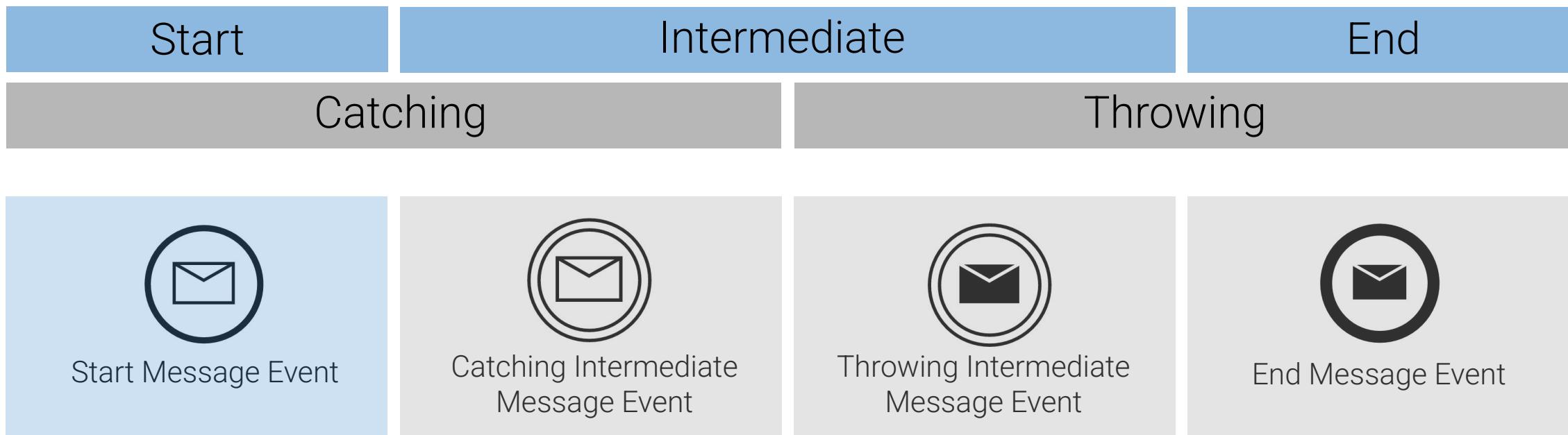


A message can be sent or received, and occur at different stages.

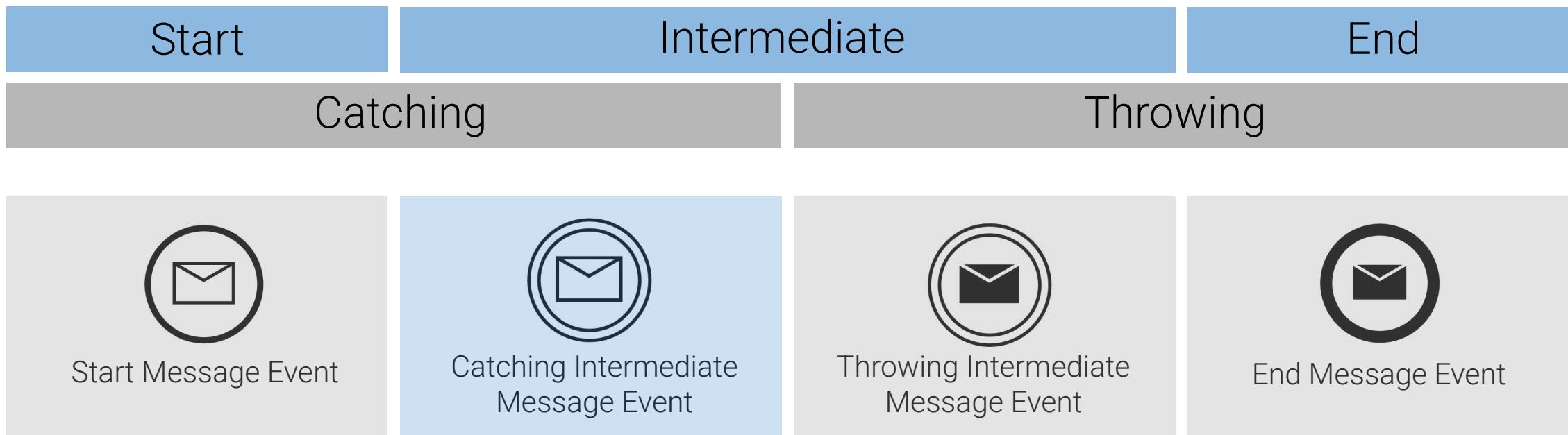
# 4 Types of Events



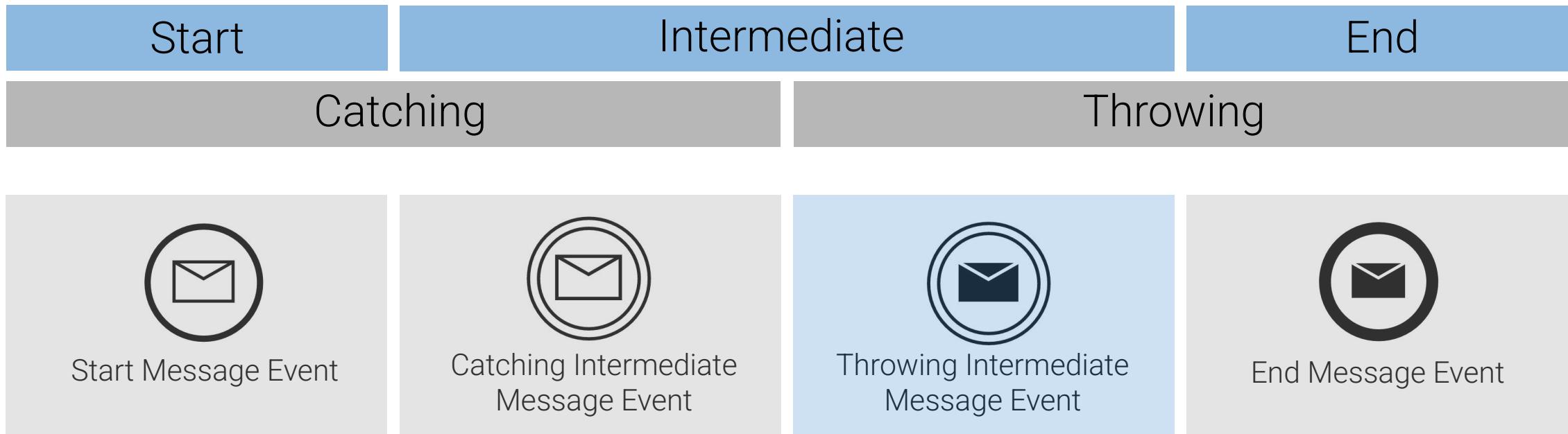
# 4 Types of Events



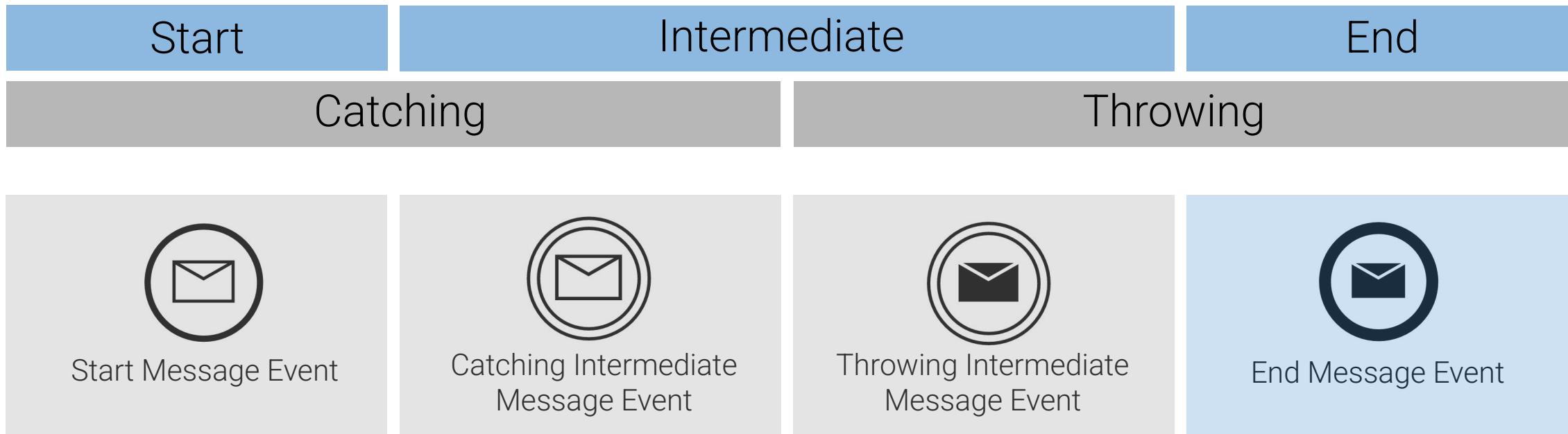
# 4 Types of Events



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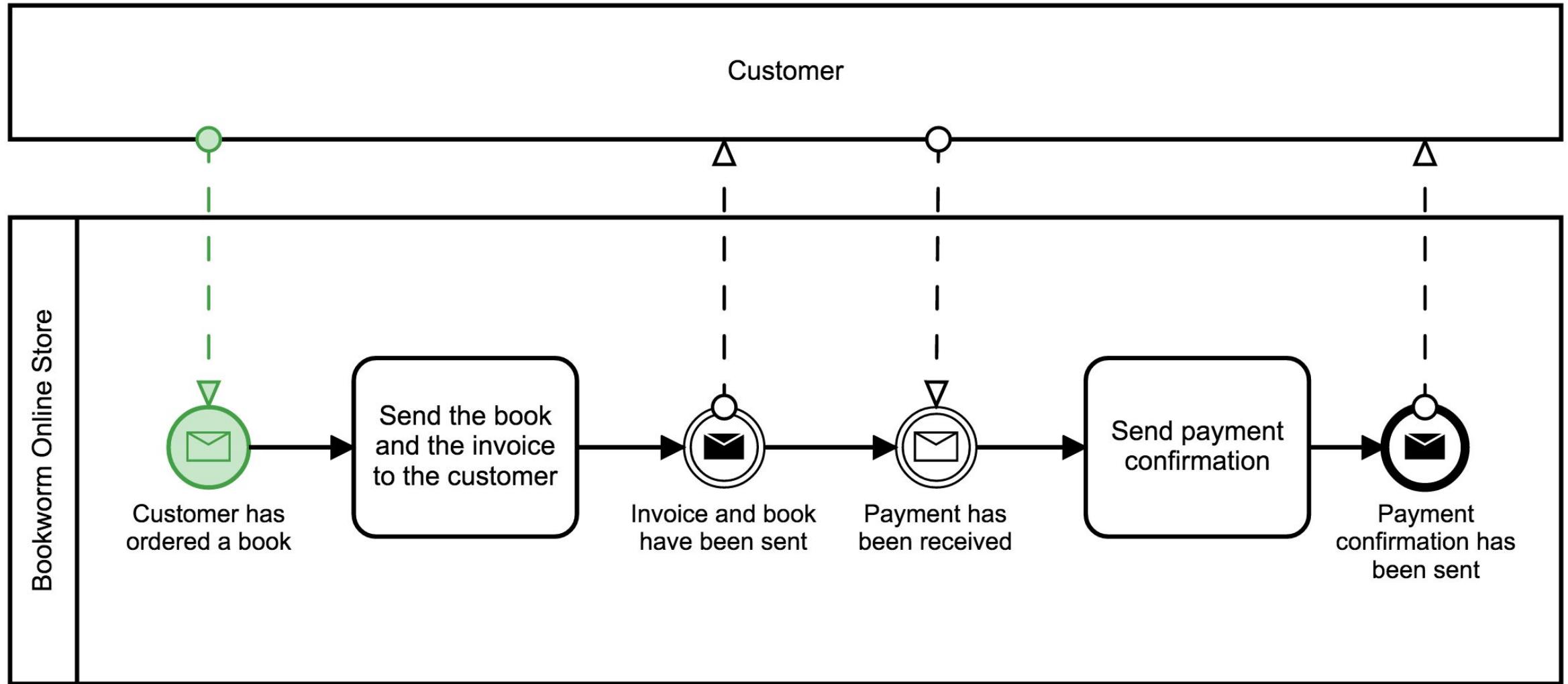


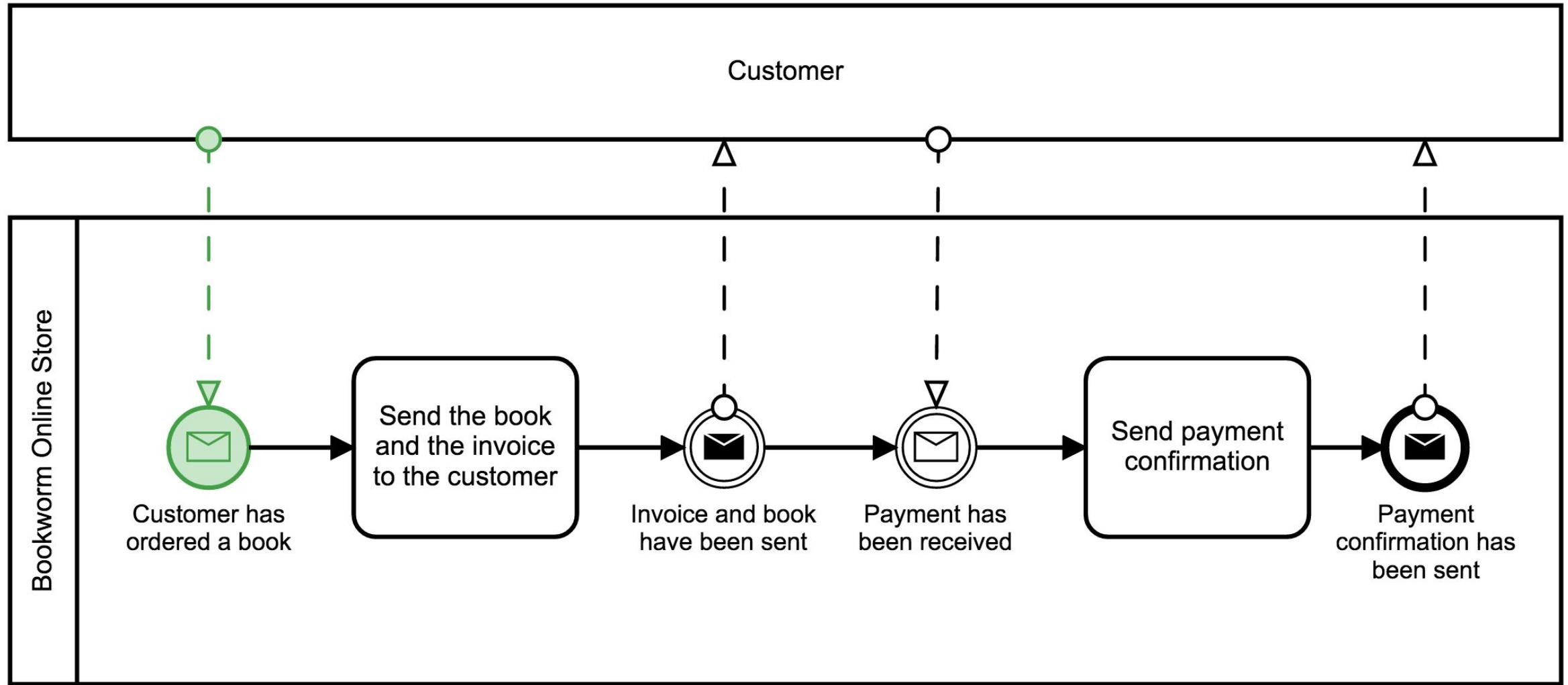
# 4 Types of Events

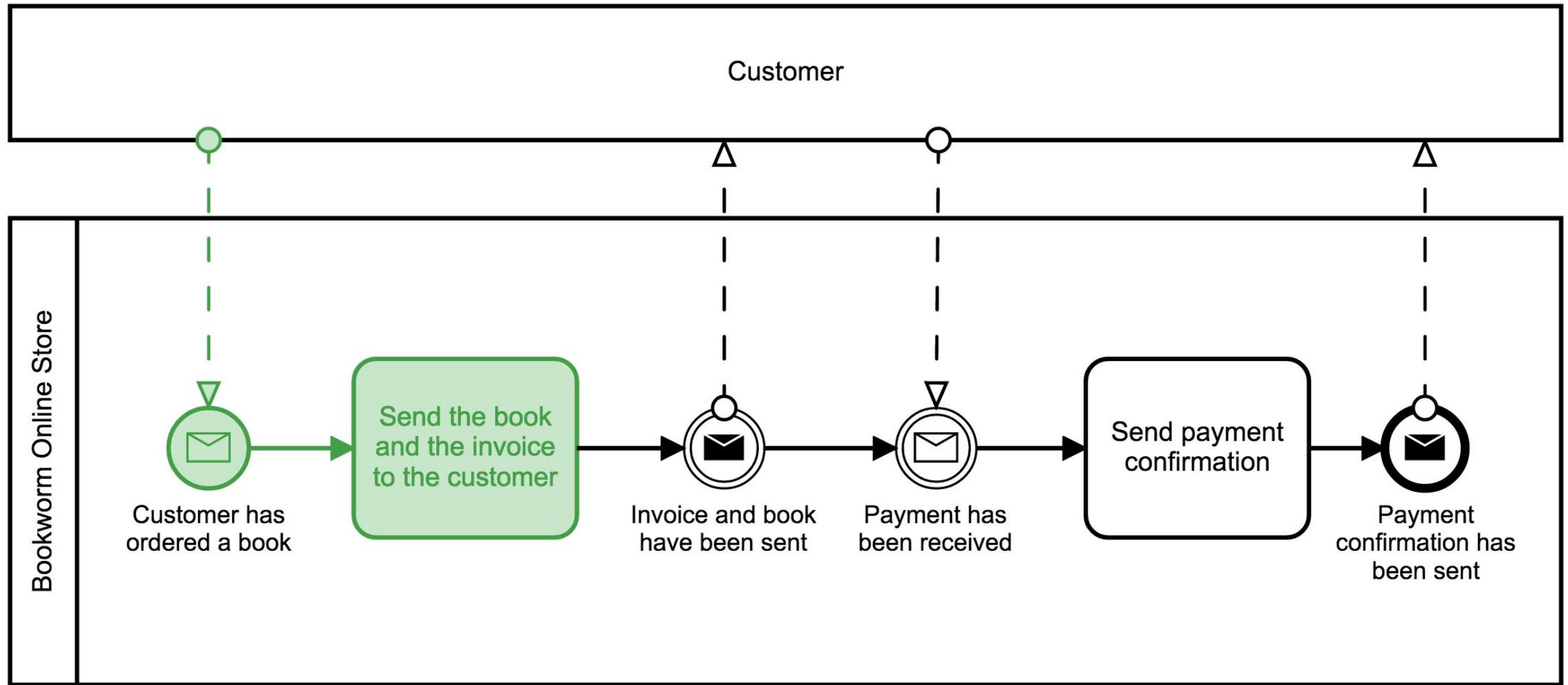


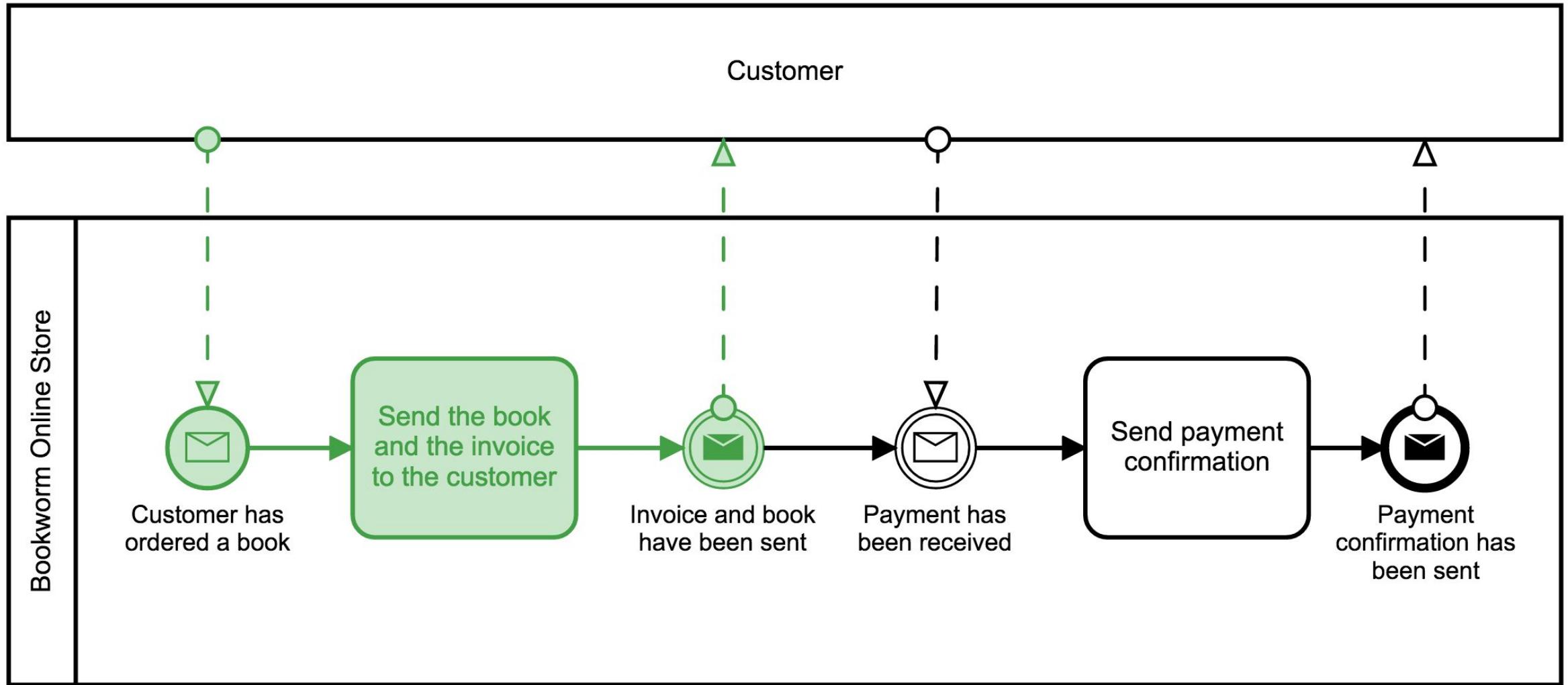
Let's apply the 4 message event types to  
a simple process



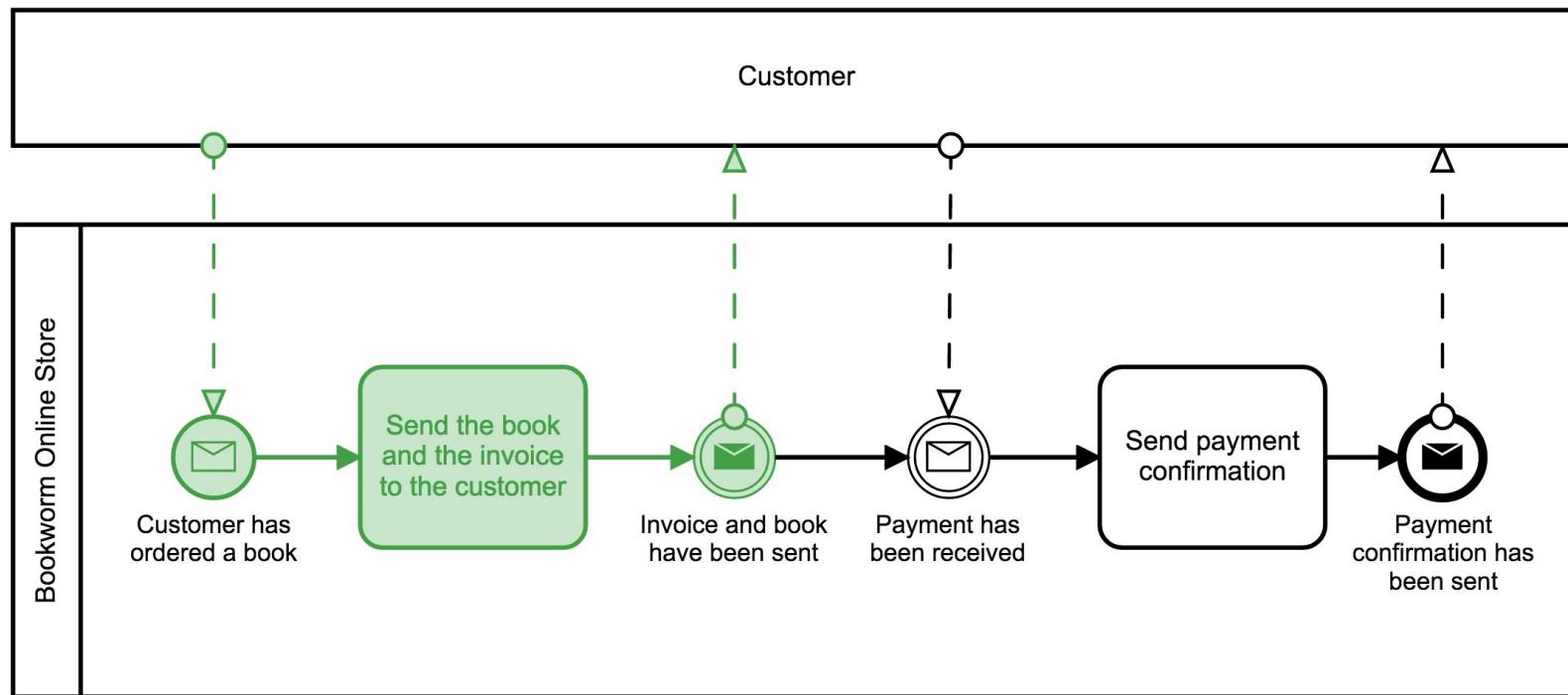




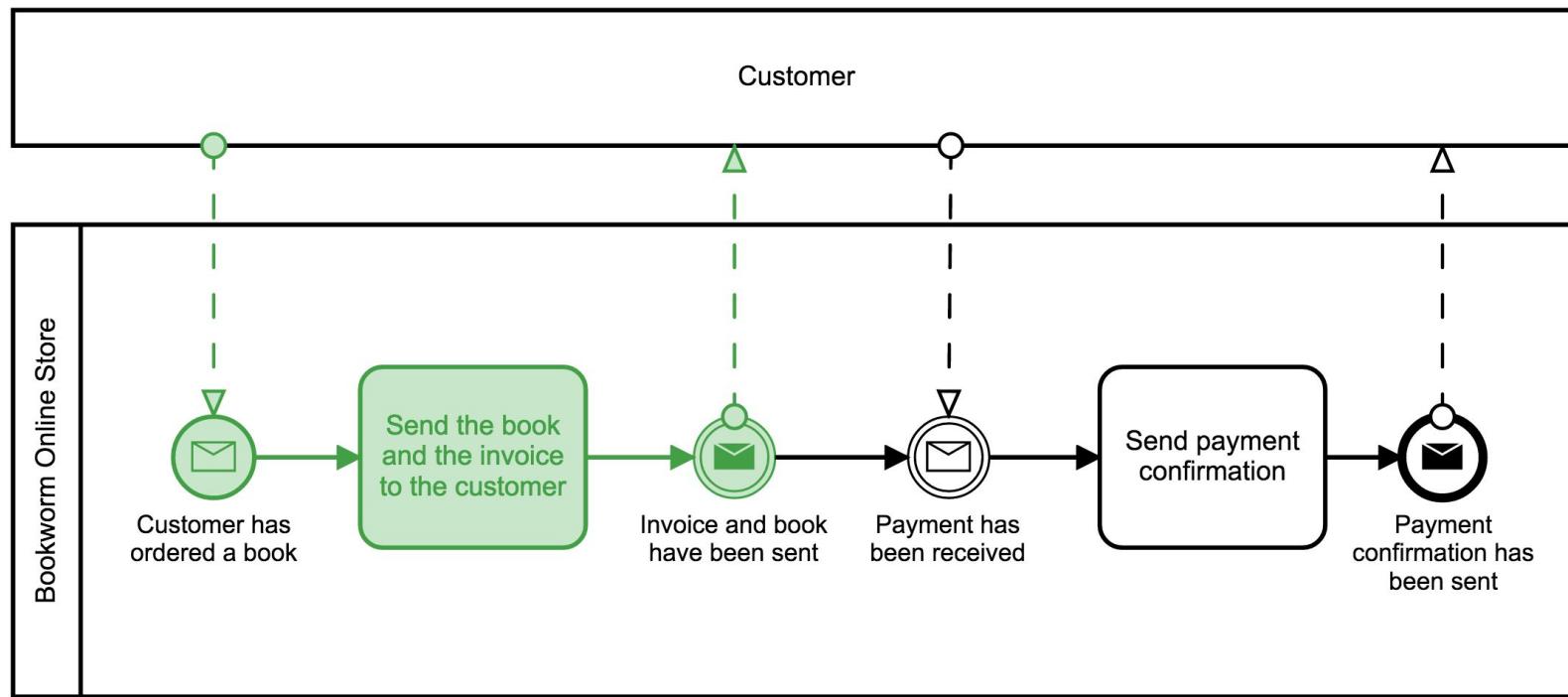




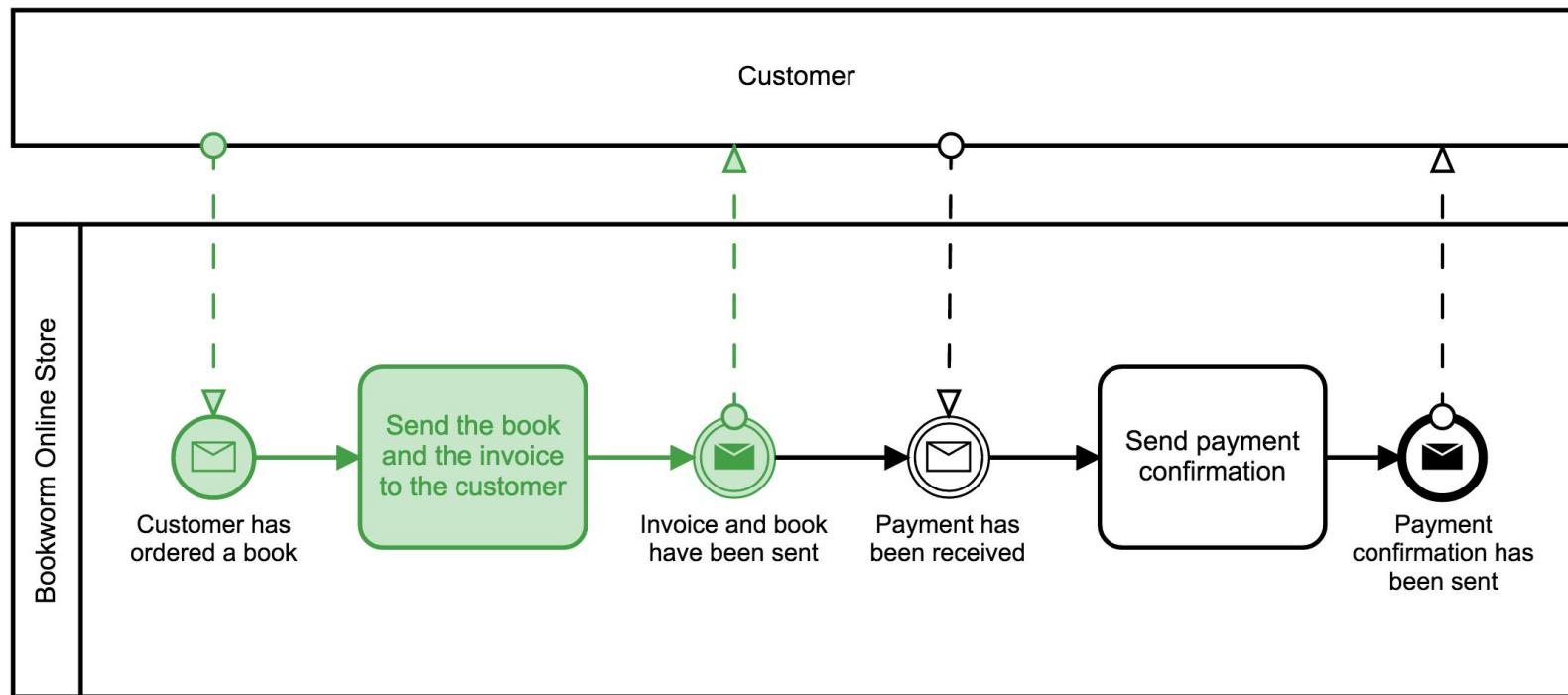
# Tasks and Events are fundamentally different!



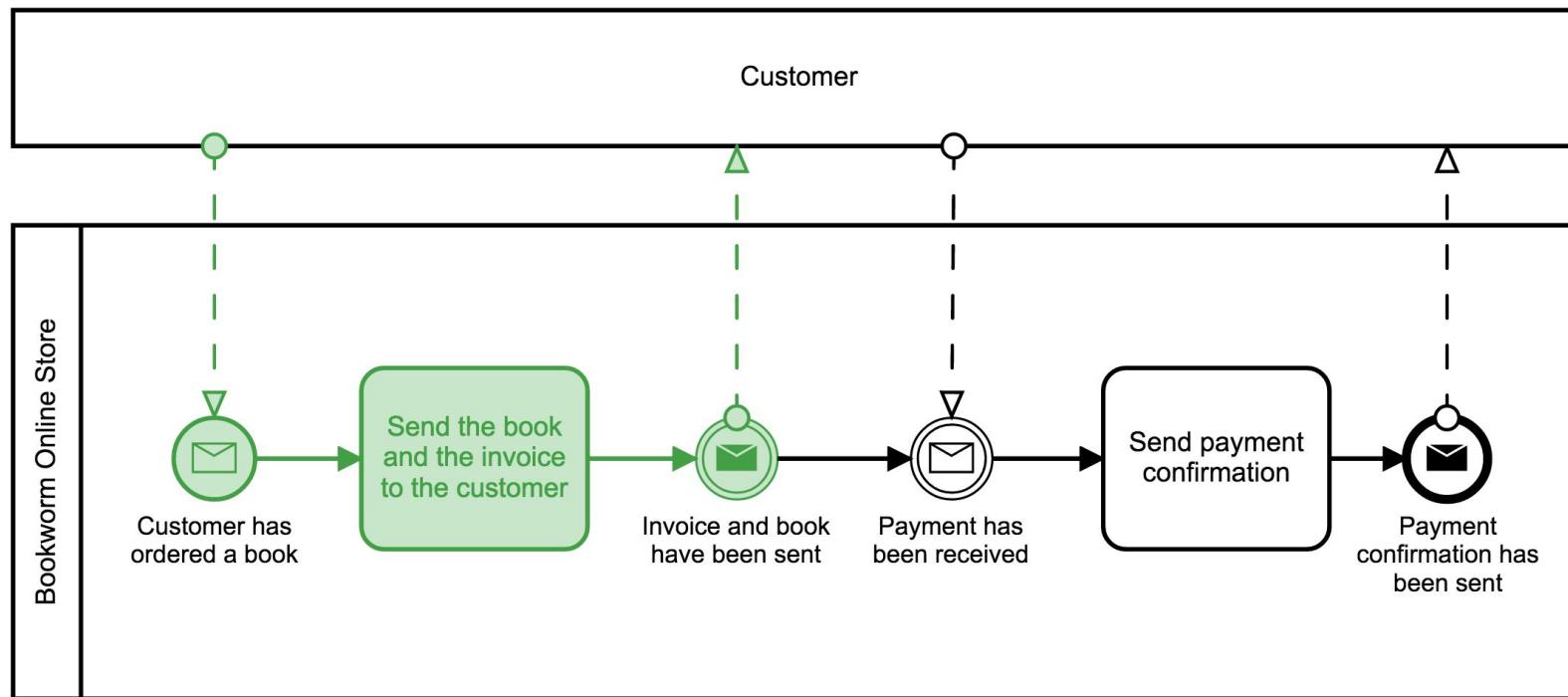
# The Task describes the action of sending the book & invoice.



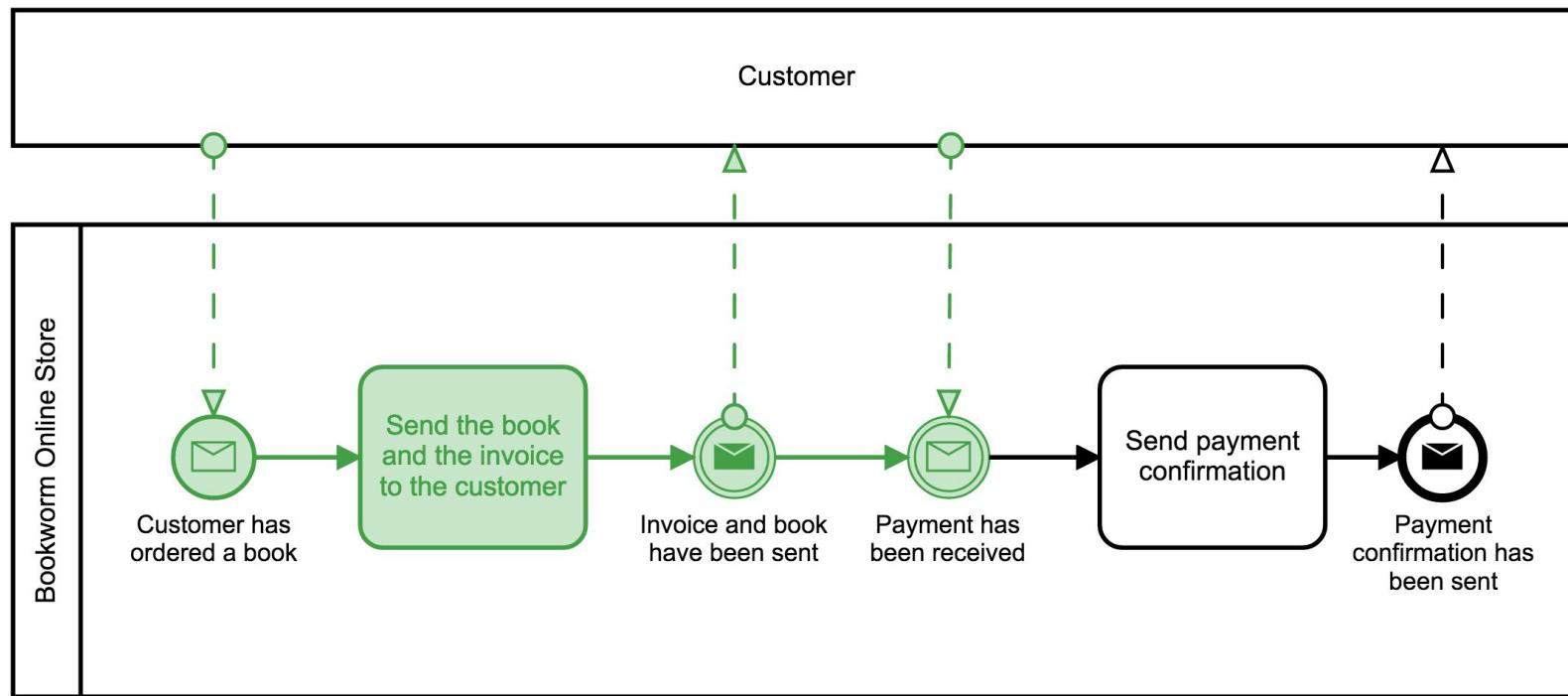
The Event states that book & invoice have been sent. **No actions** are taken!

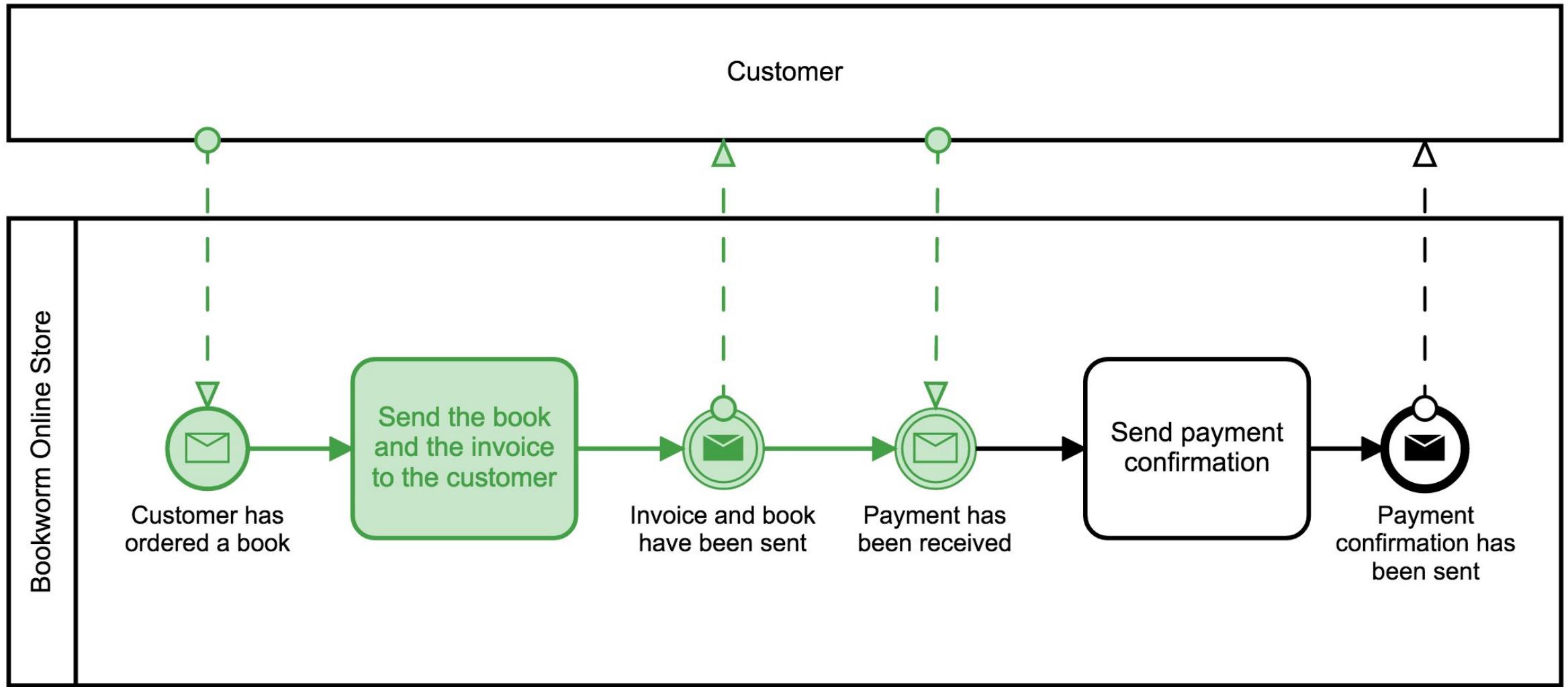


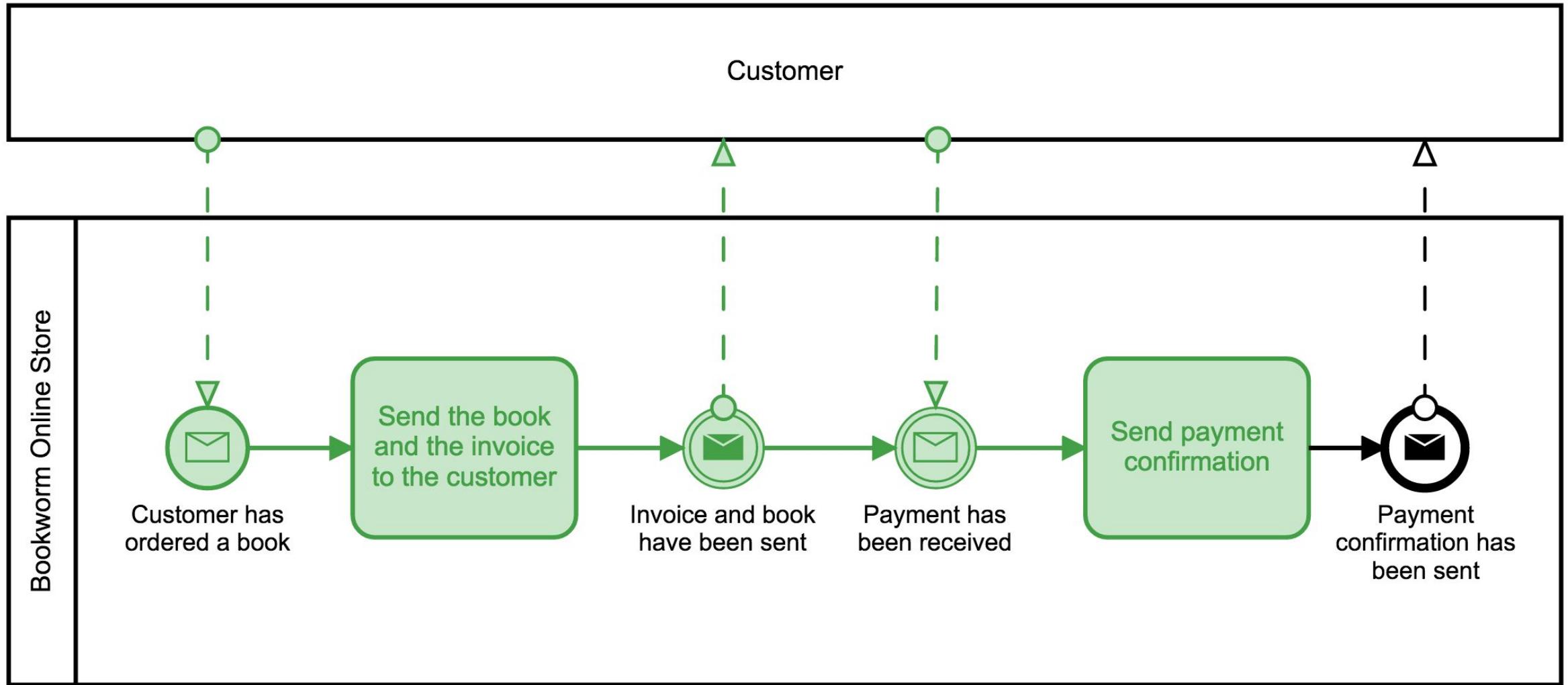
# The throwing intermediate event is "nice to have".

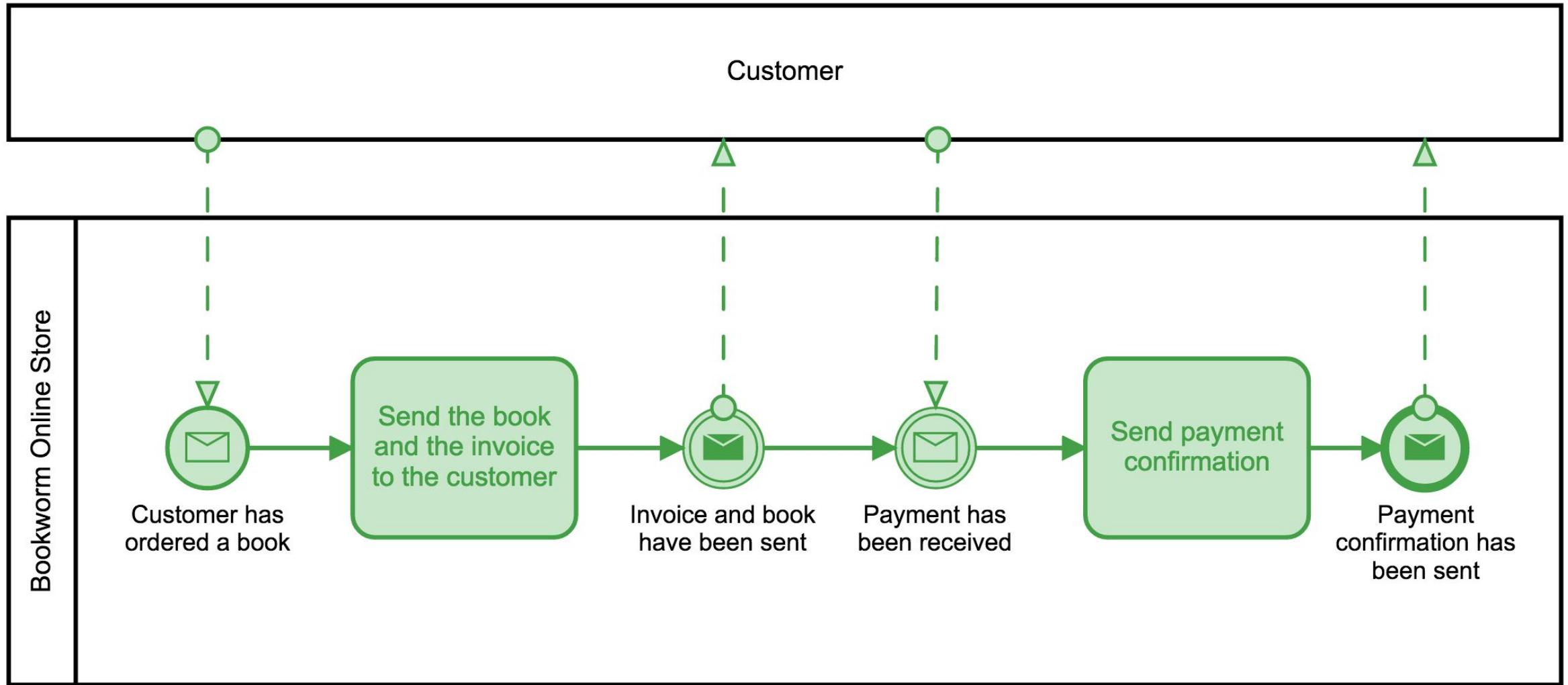


# The catching intermediate event defines a waiting point!



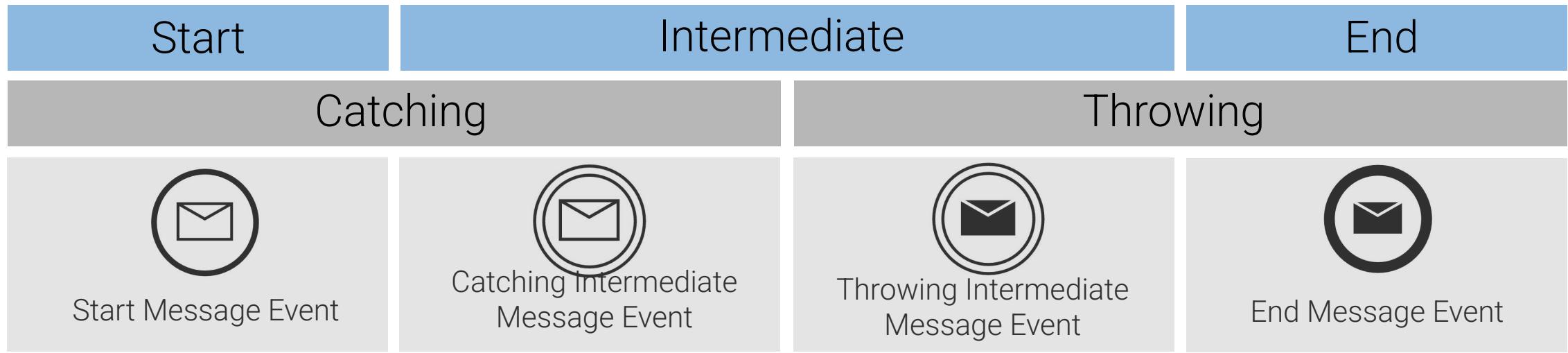


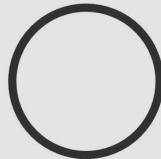
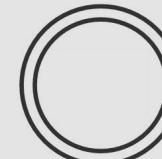


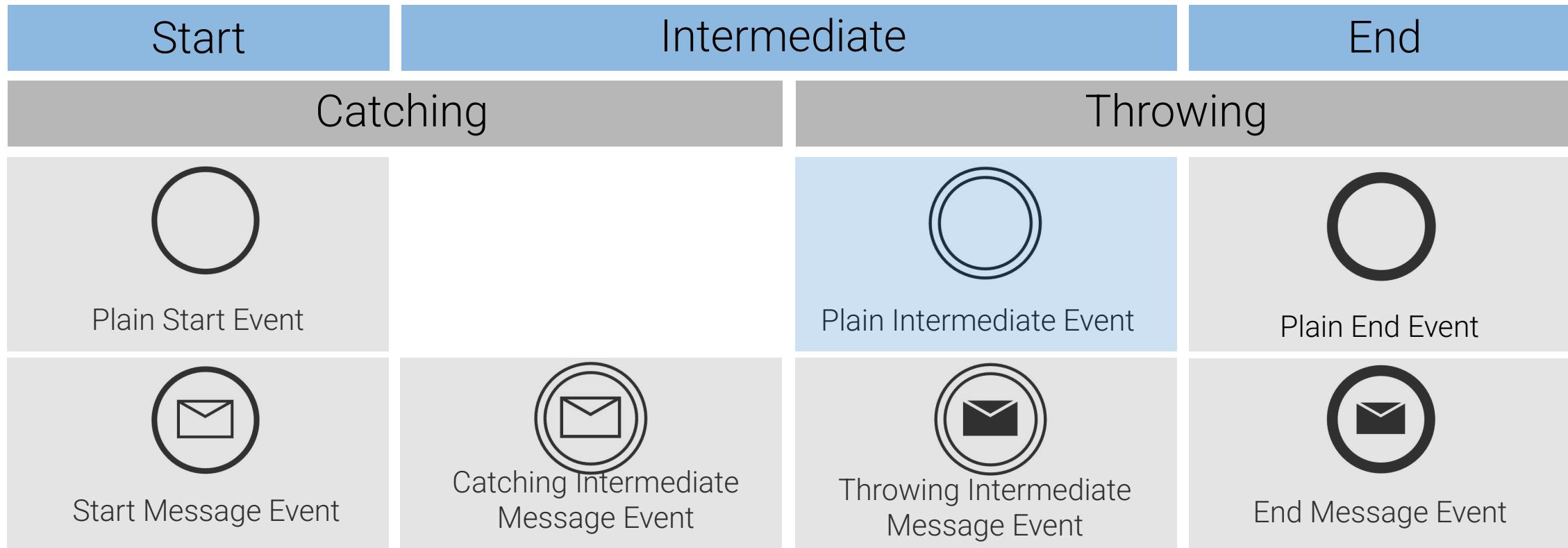


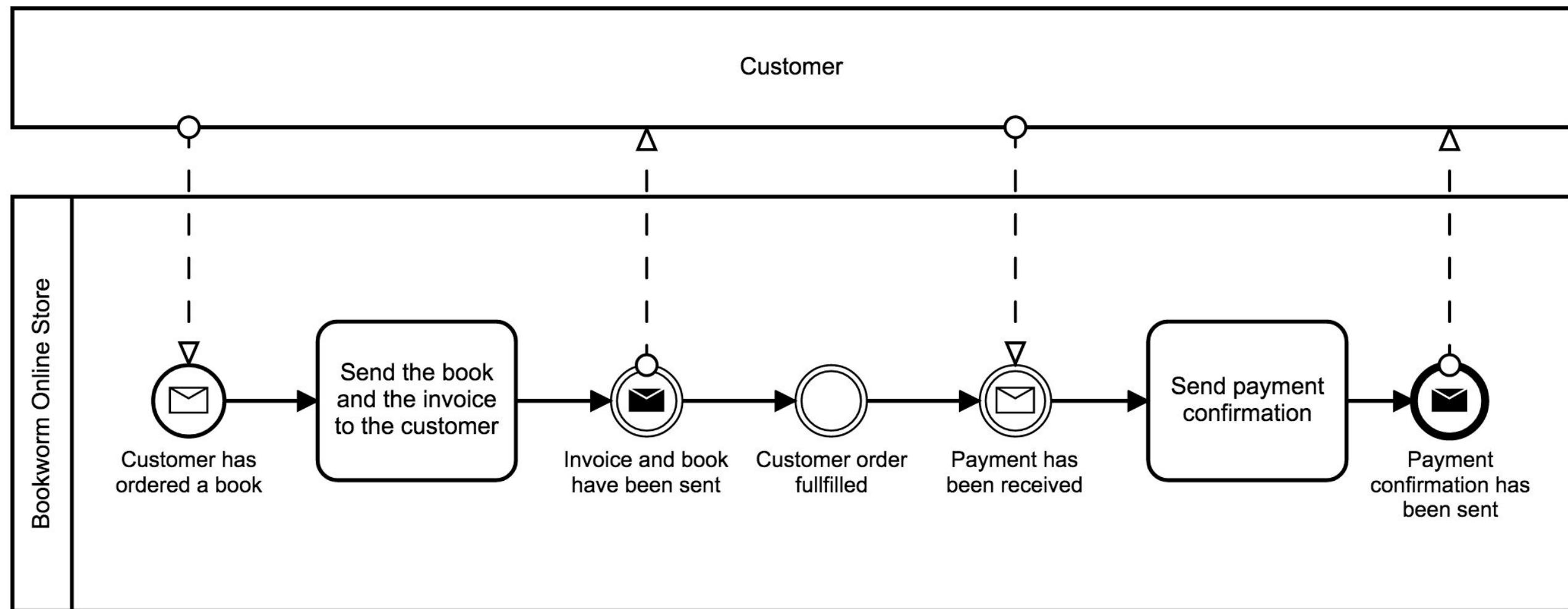
# BPMN Theory

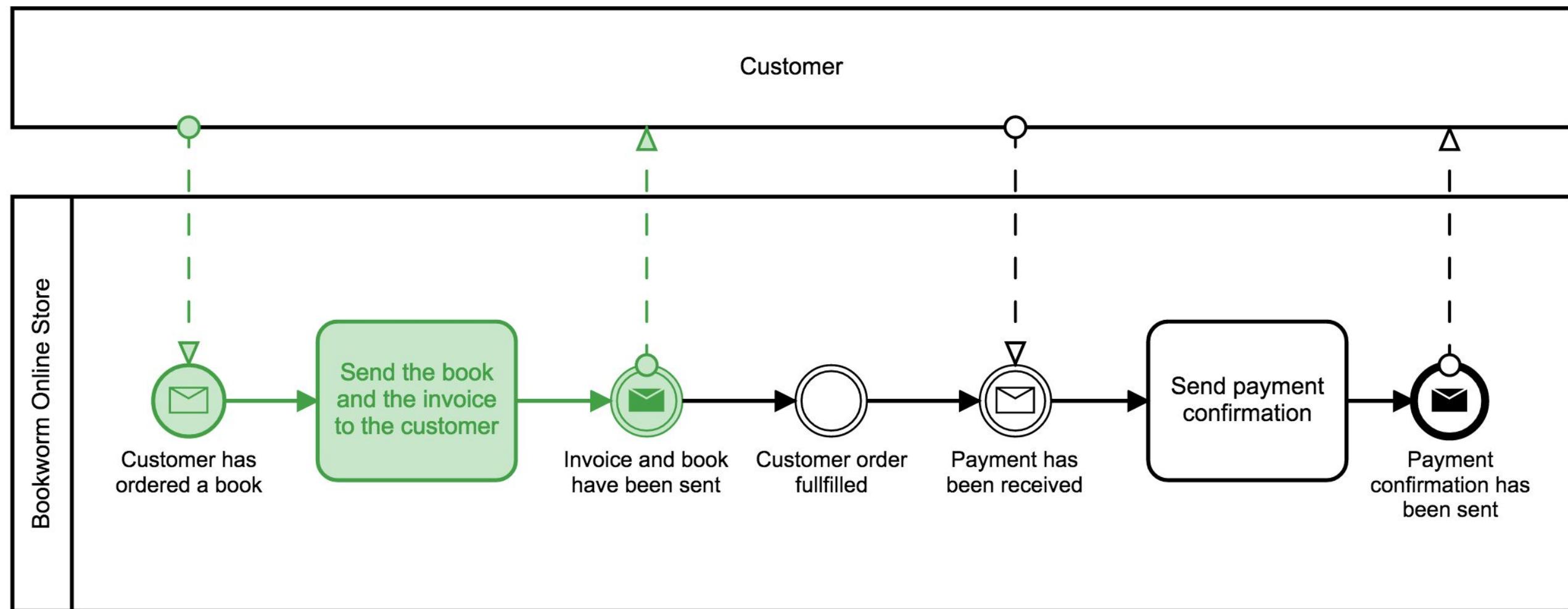
process camp

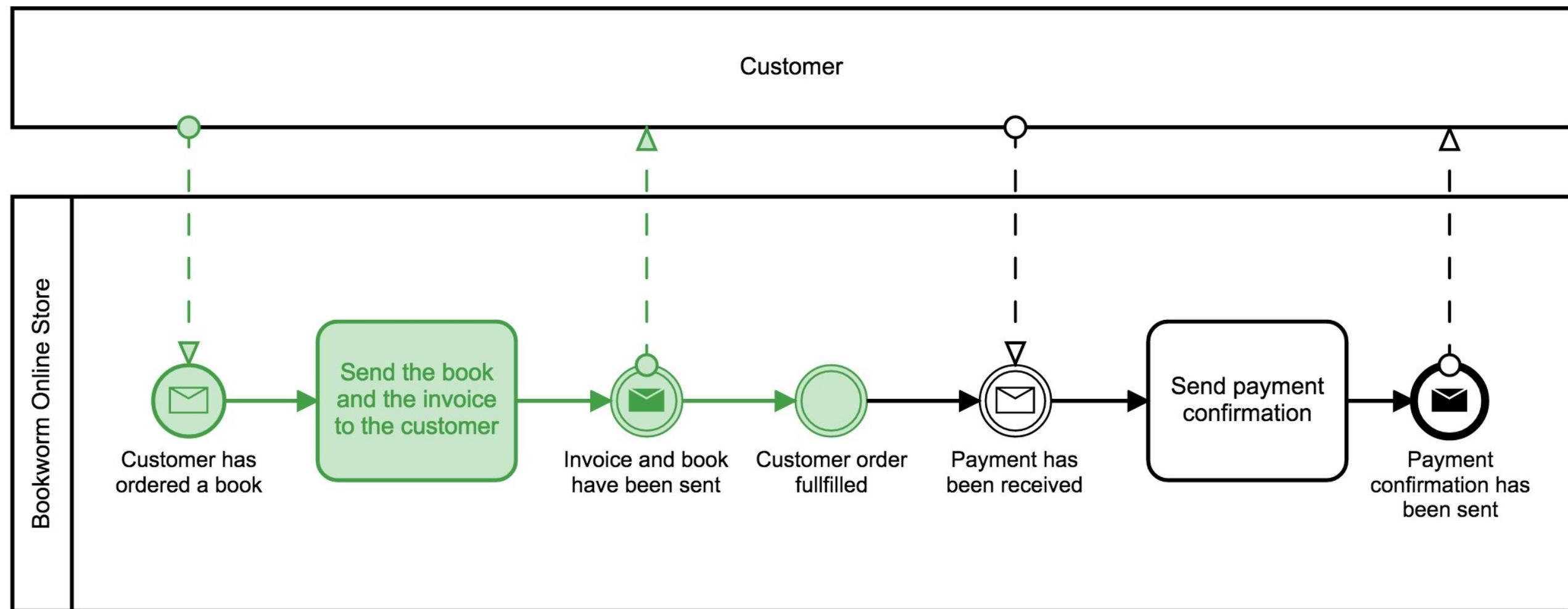


Start	Intermediate	End
Catching	Throwing	
		
Plain Start Event	Plain Intermediate Event	Plain End Event
		
Start Message Event	Catching Intermediate Message Event	Throwing Intermediate Message Event
		
		End Message Event









You will see the plain **intermediate event** more often later on.

# BPMN Applied





# BPMN Practice

The Beauty Paradise

It is time to apply the new BPMN elements!

The process takes place in the  
**"Beauty Paradise"**, a large cosmetics  
manufacturer.



Susan is responsible for  
customer satisfaction.

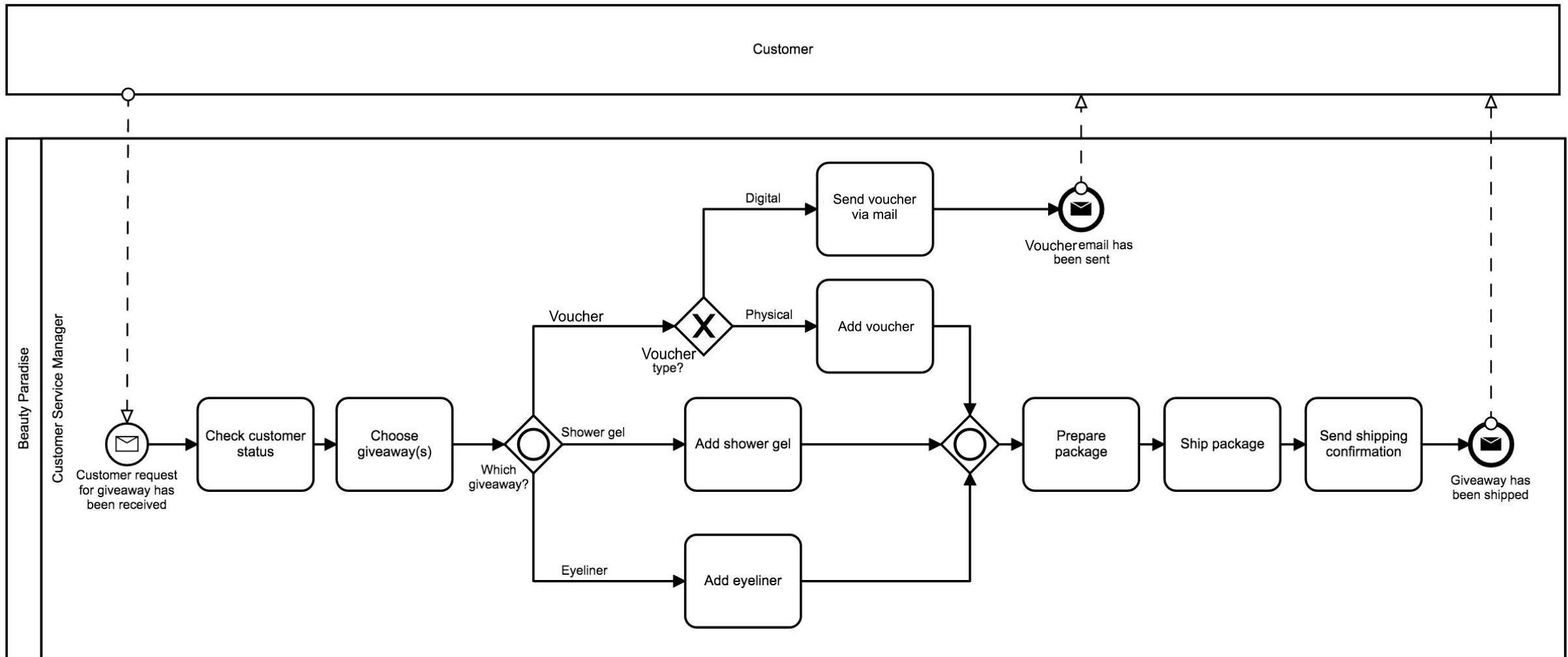
process camp

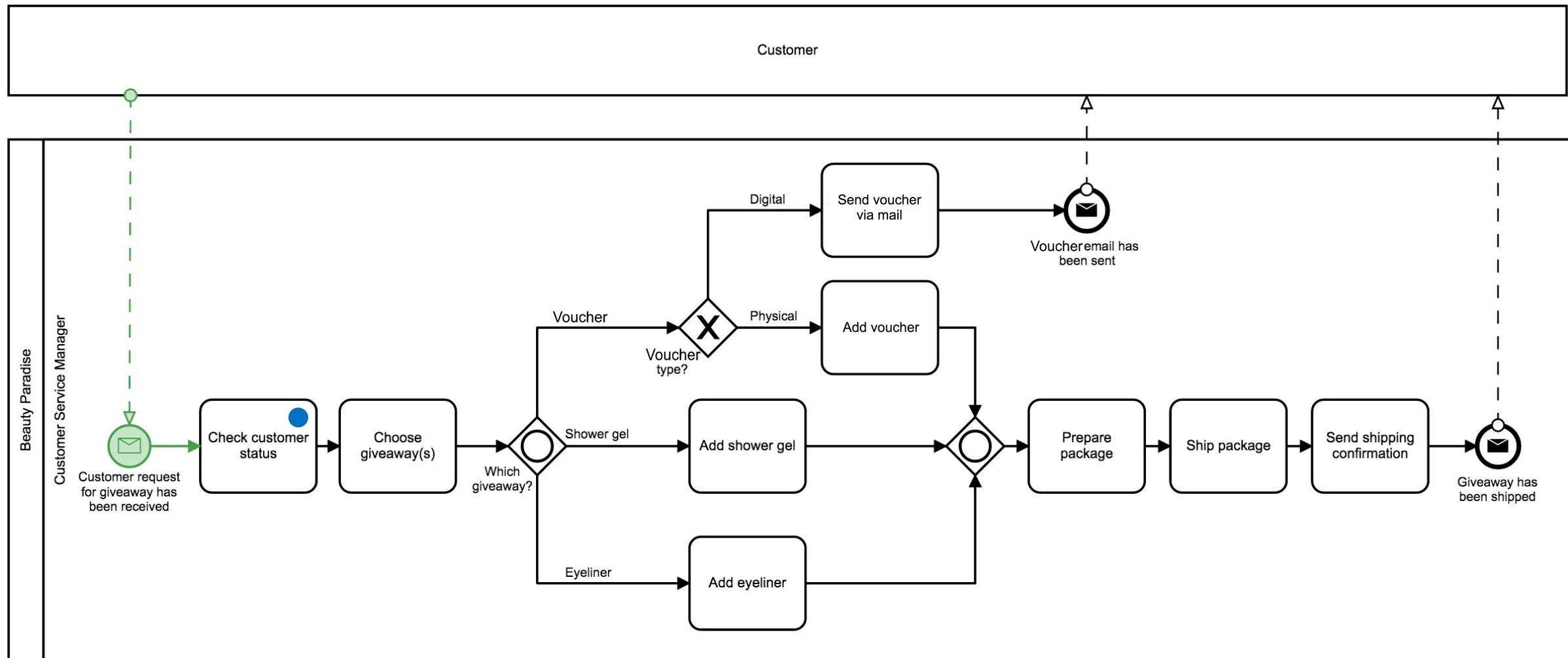
Susan responds to customers who ask  
for a product sample.

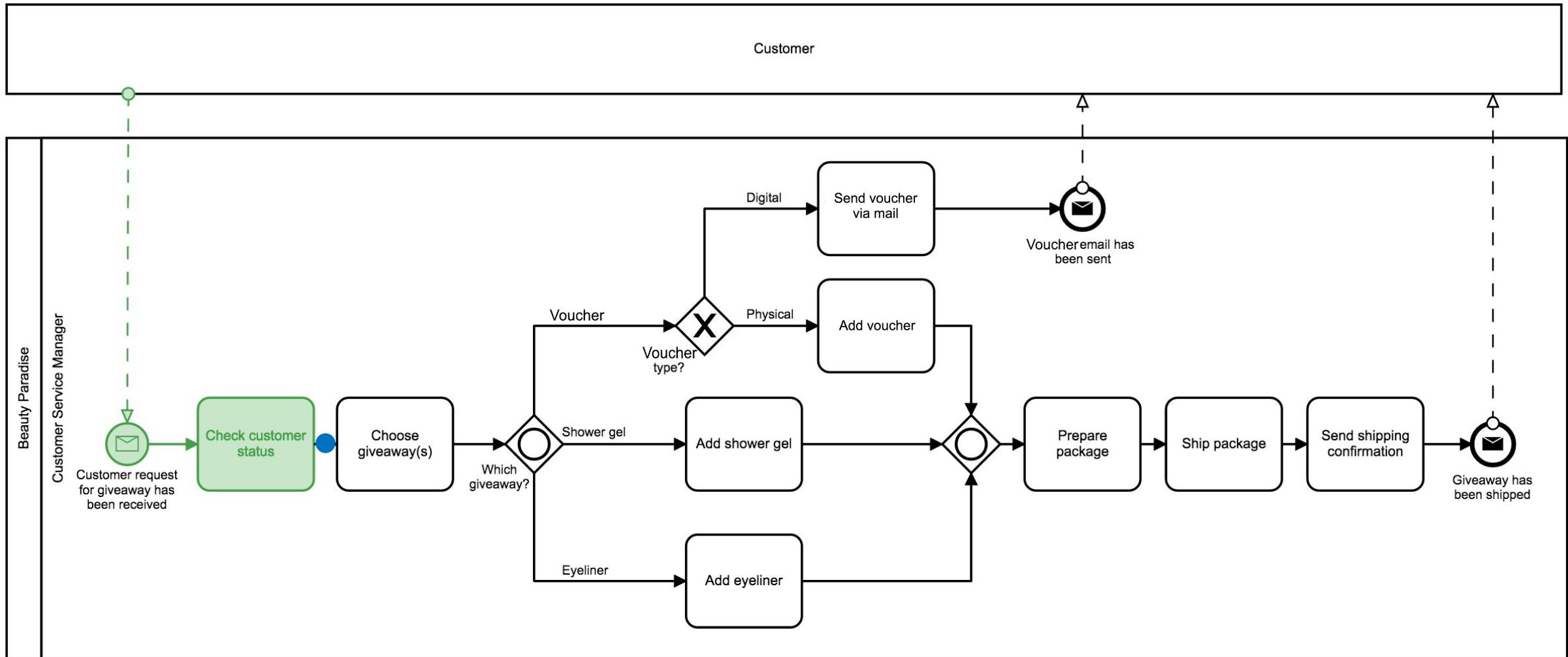


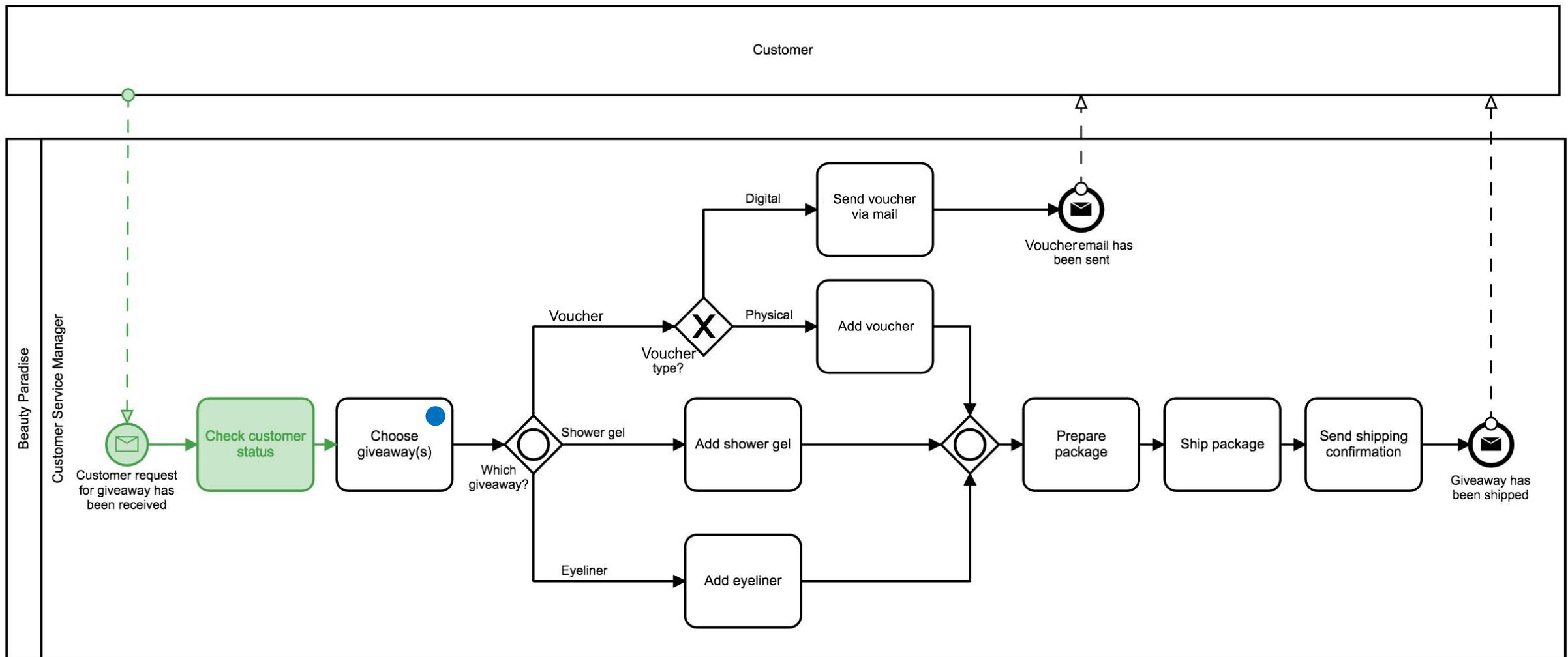
It's highly repetitive.  
Susan wants to  
automate some steps.

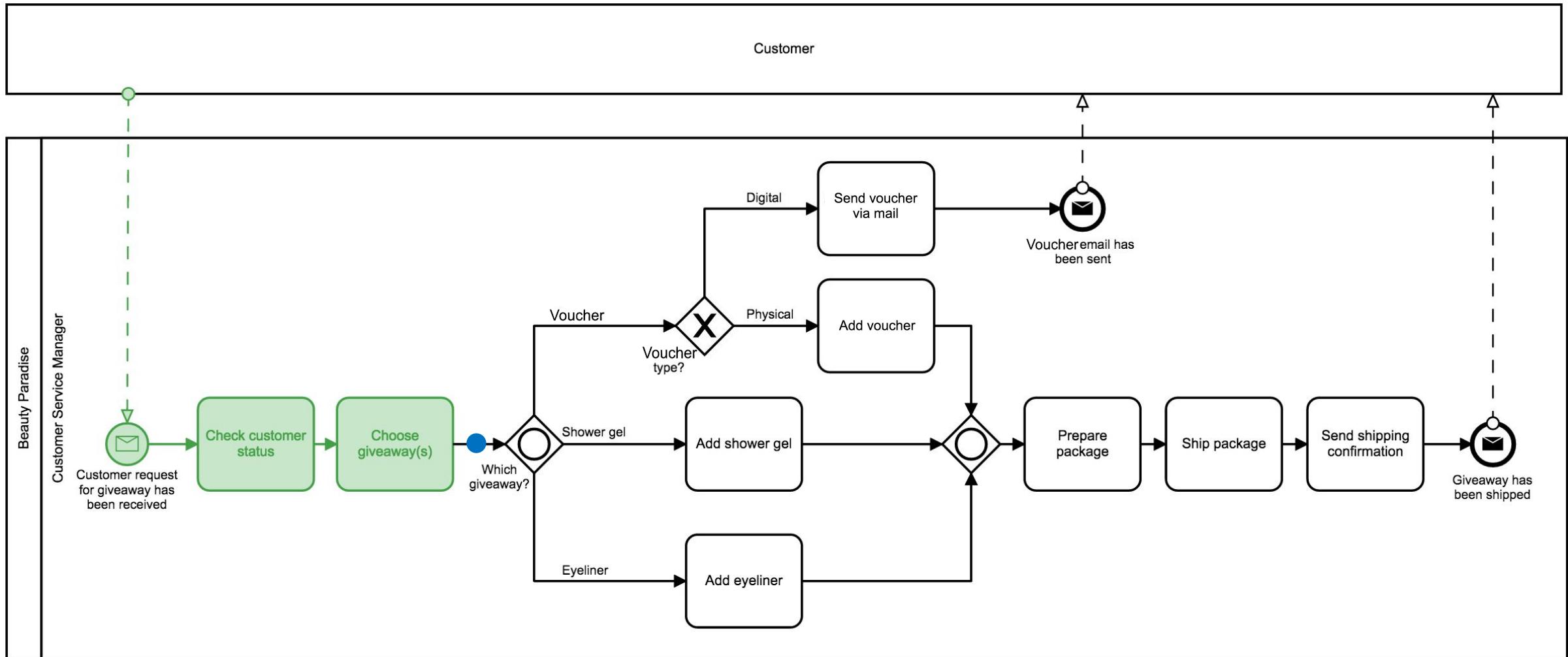
The documentation of the process is the first step to improve and automate it.



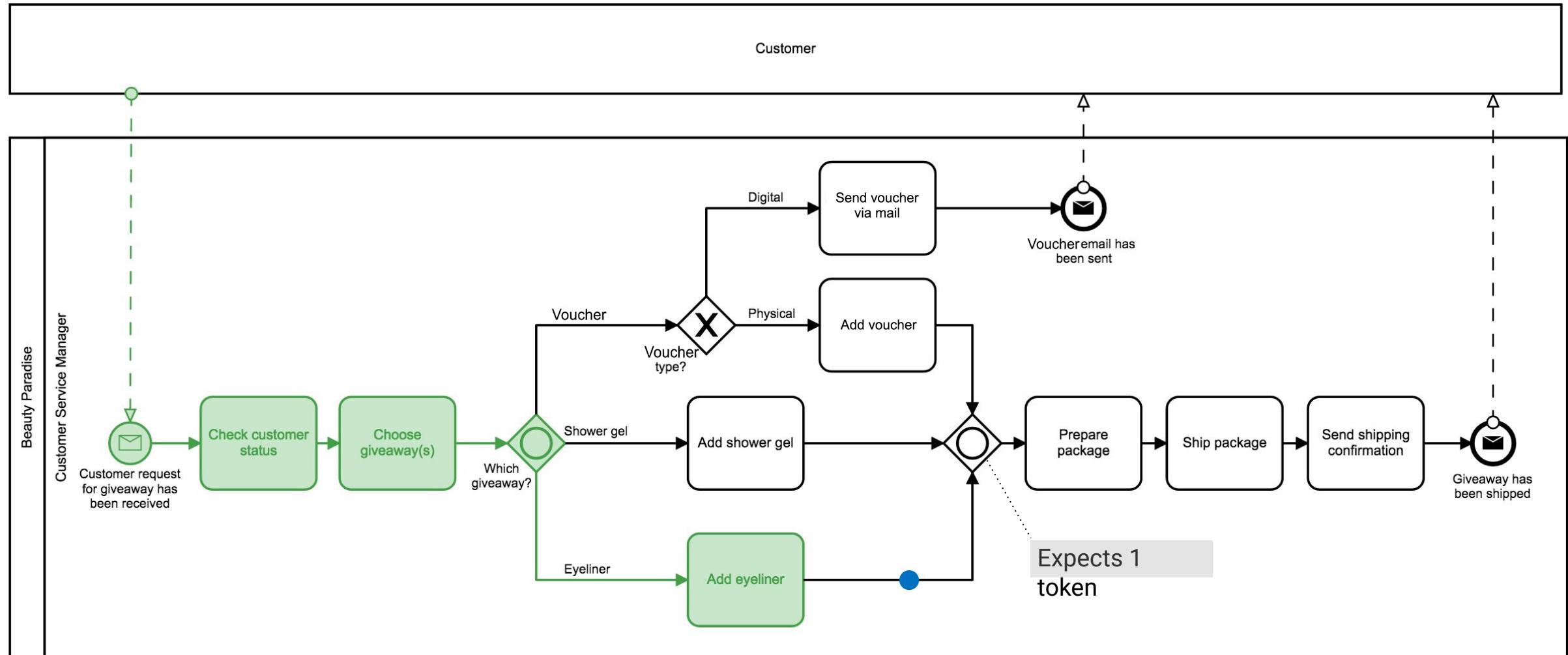


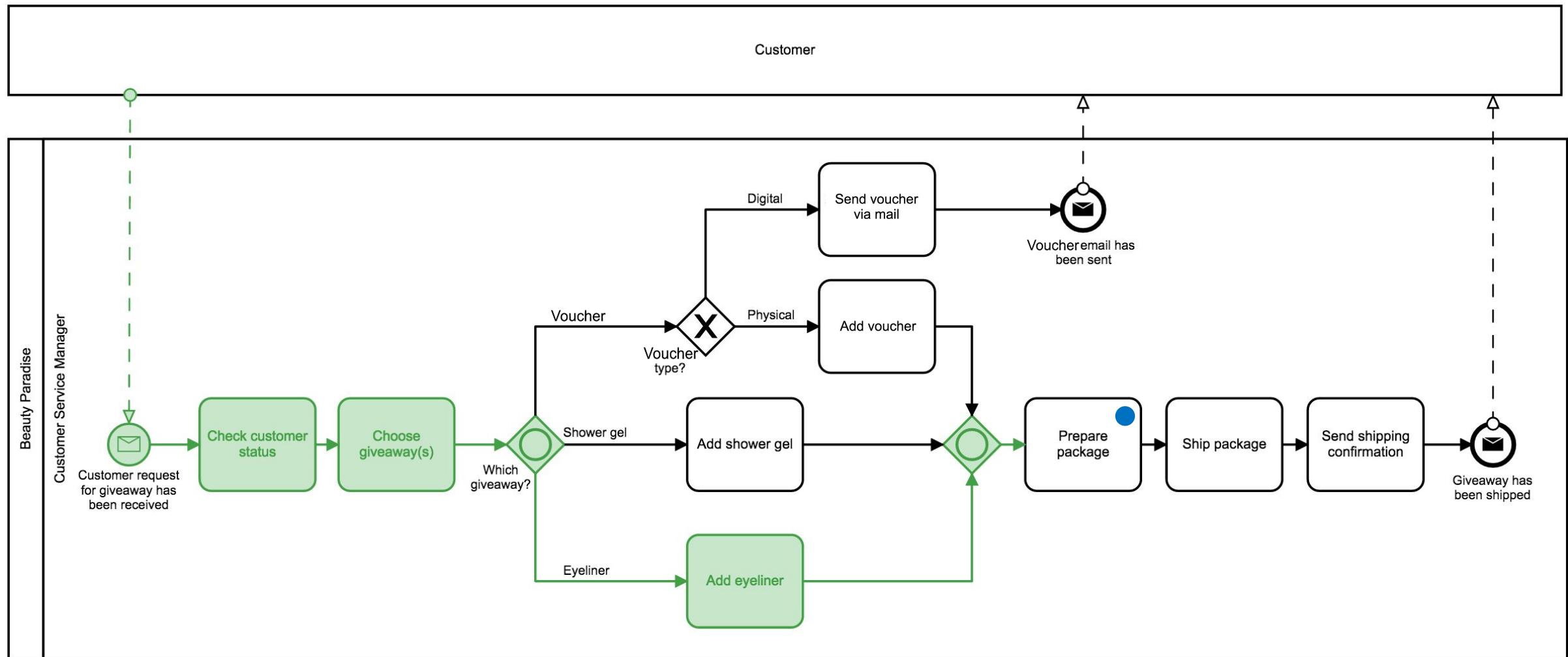


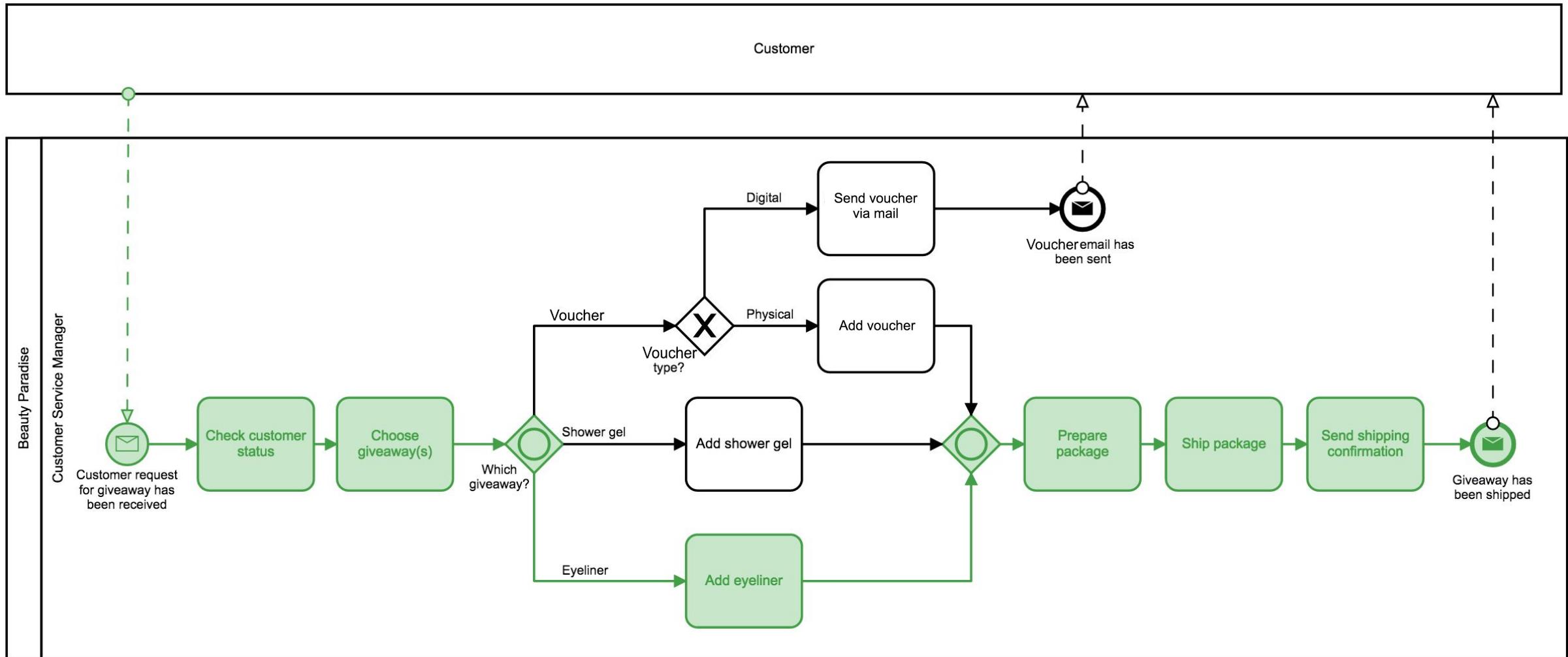


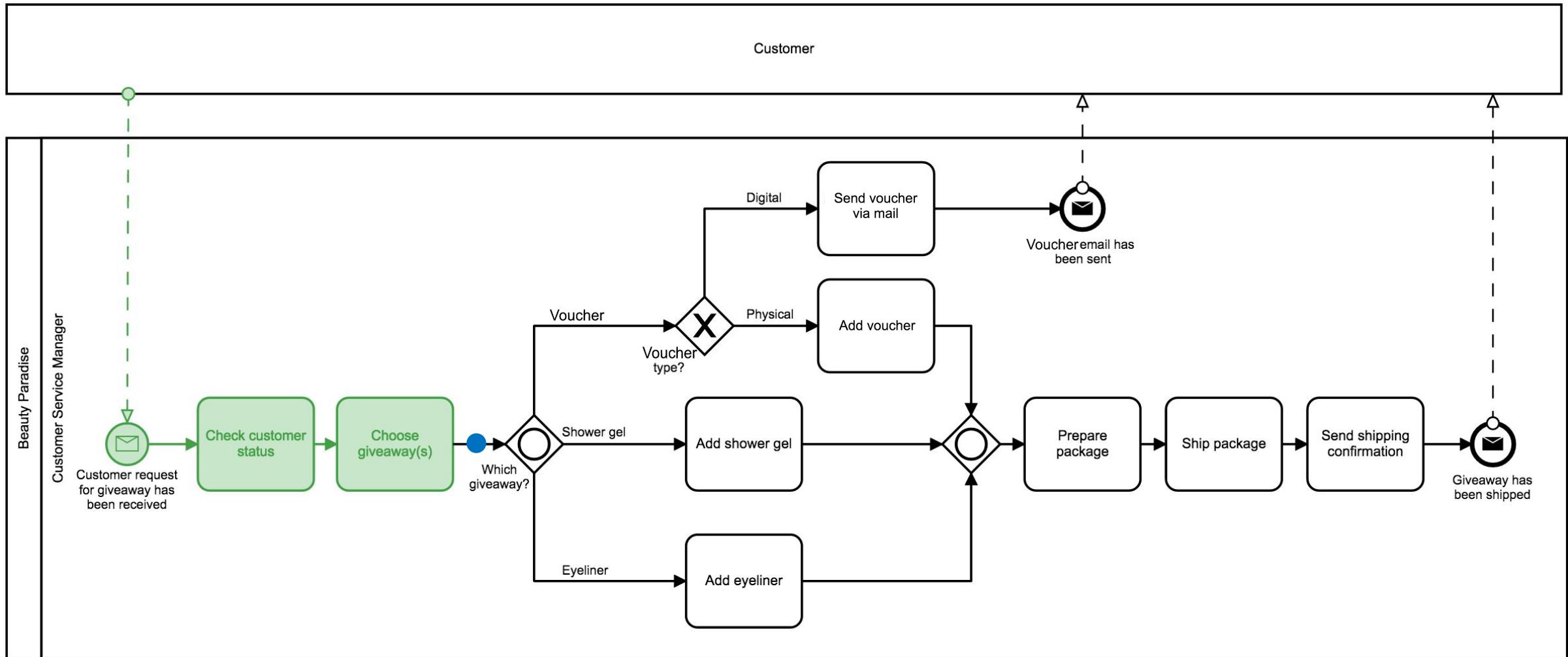


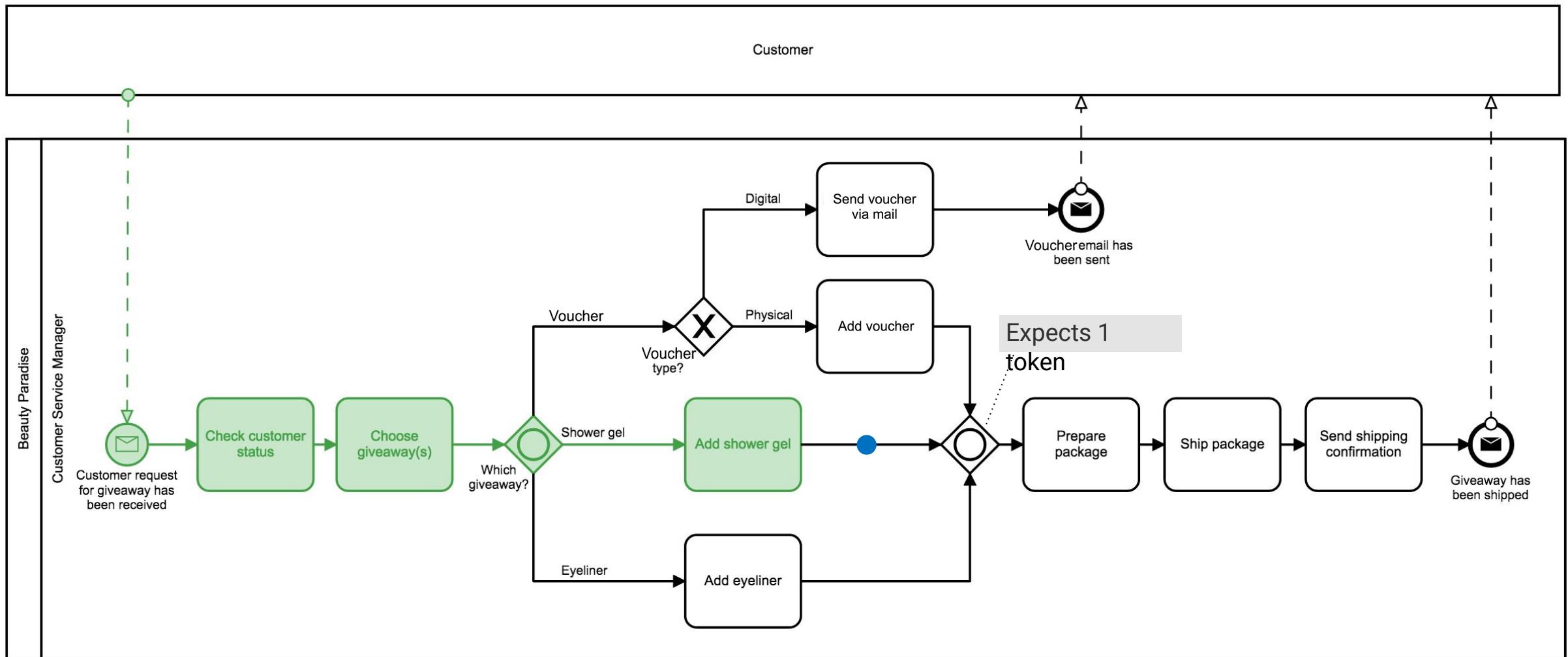
At the end of the section you will have  
understood how the inclusive gateway works.

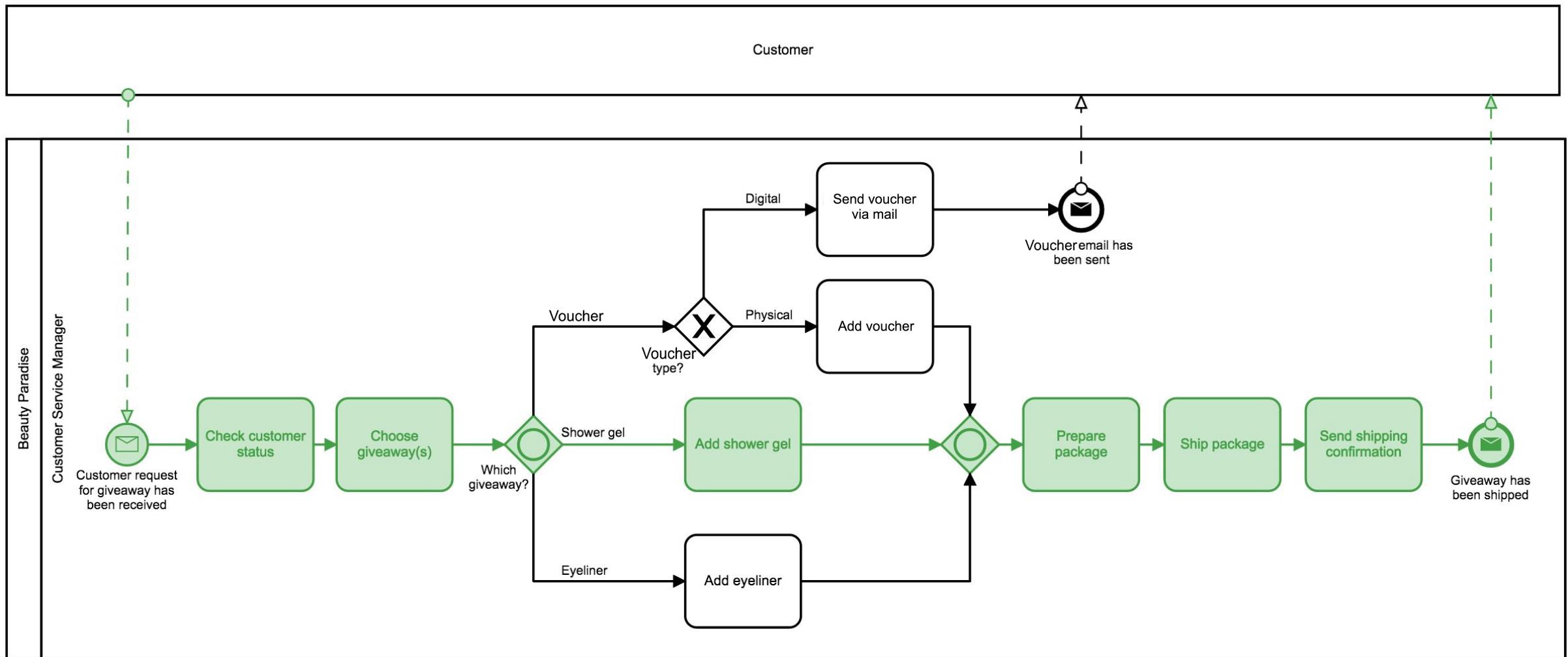


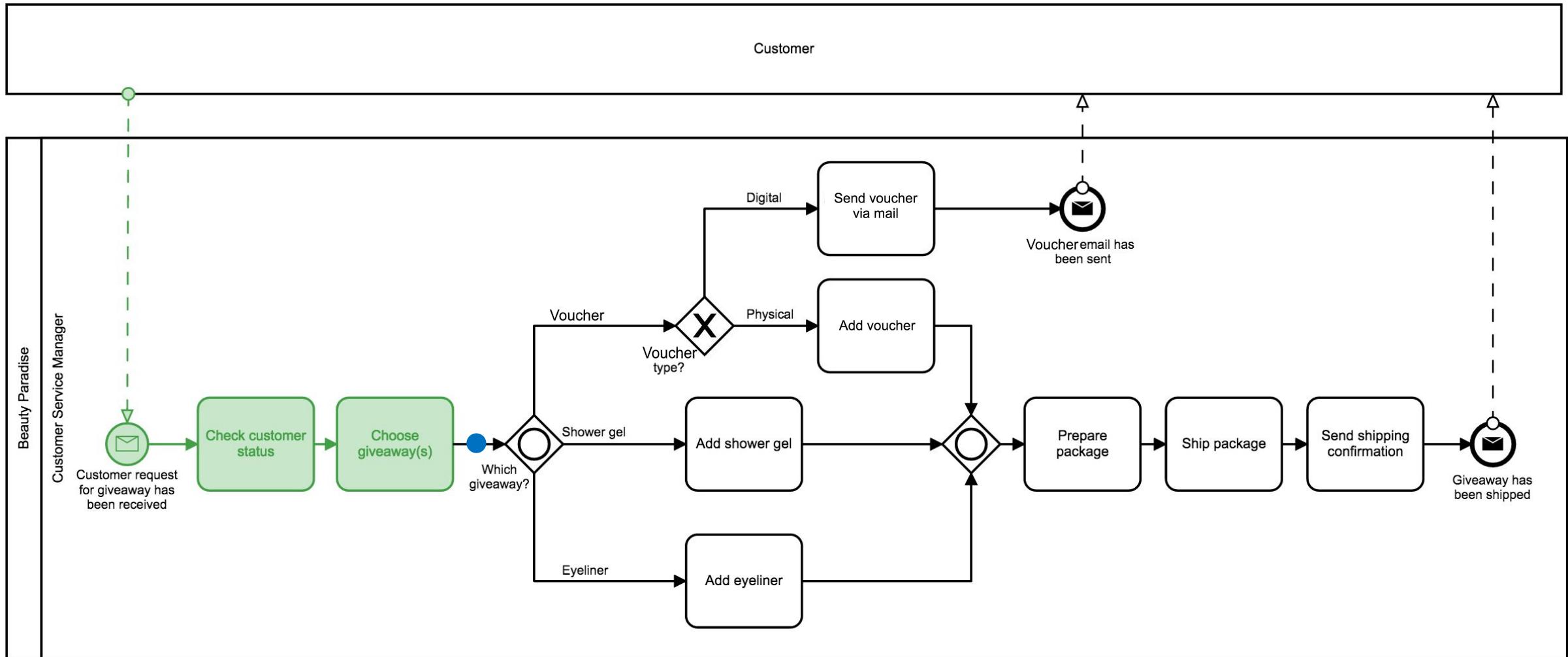


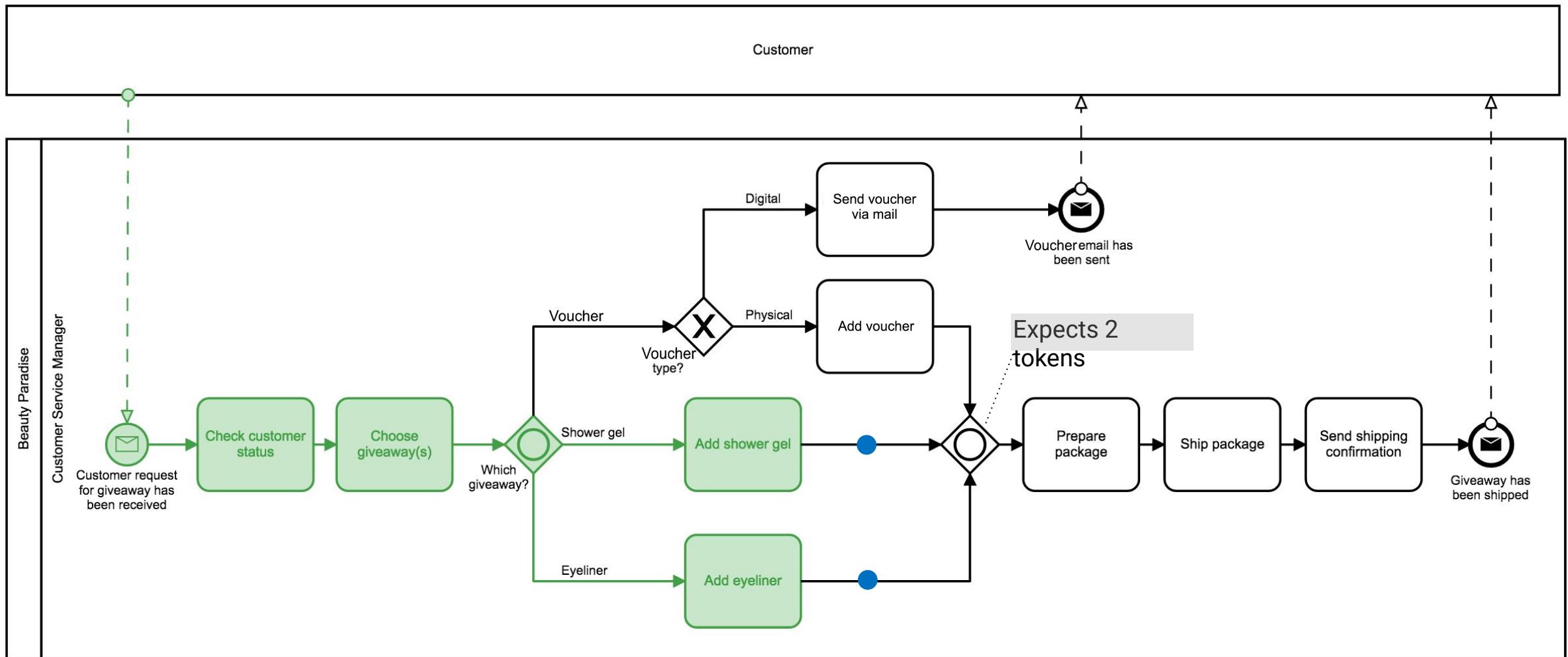


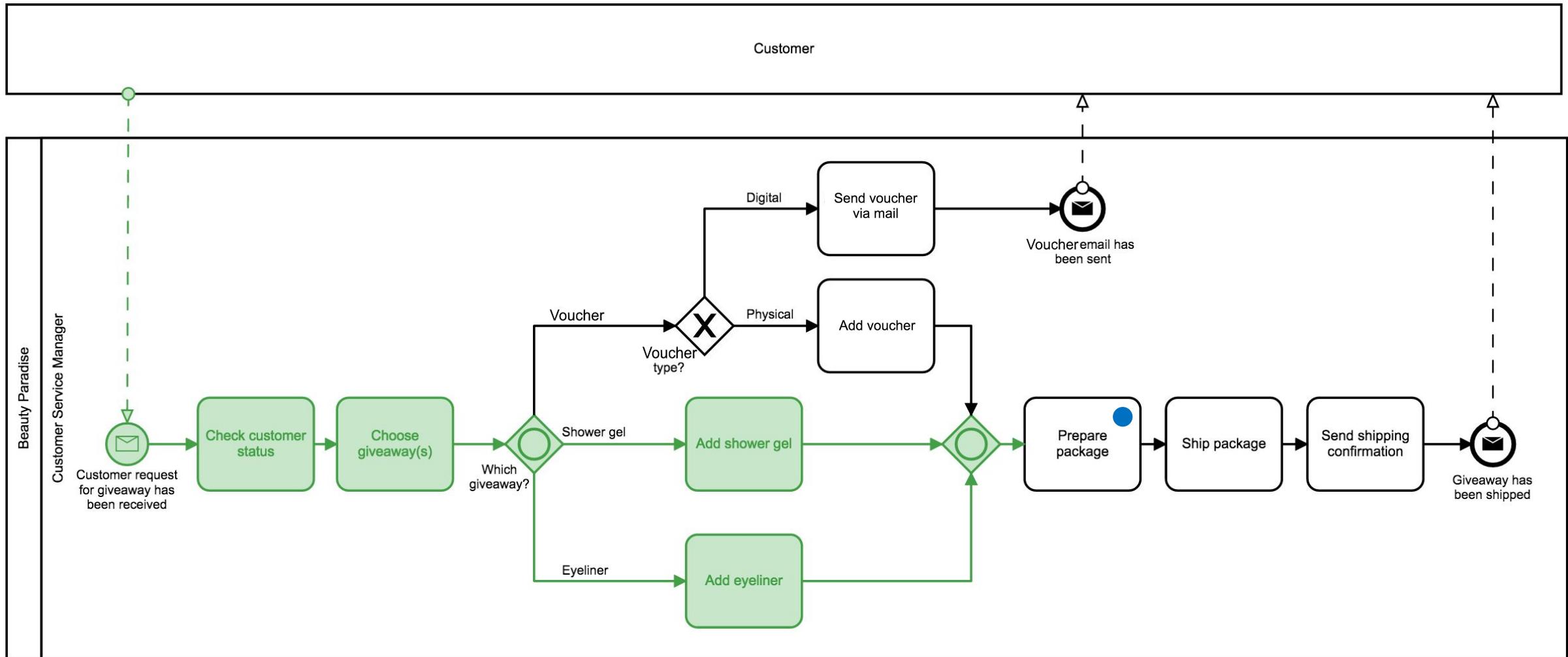


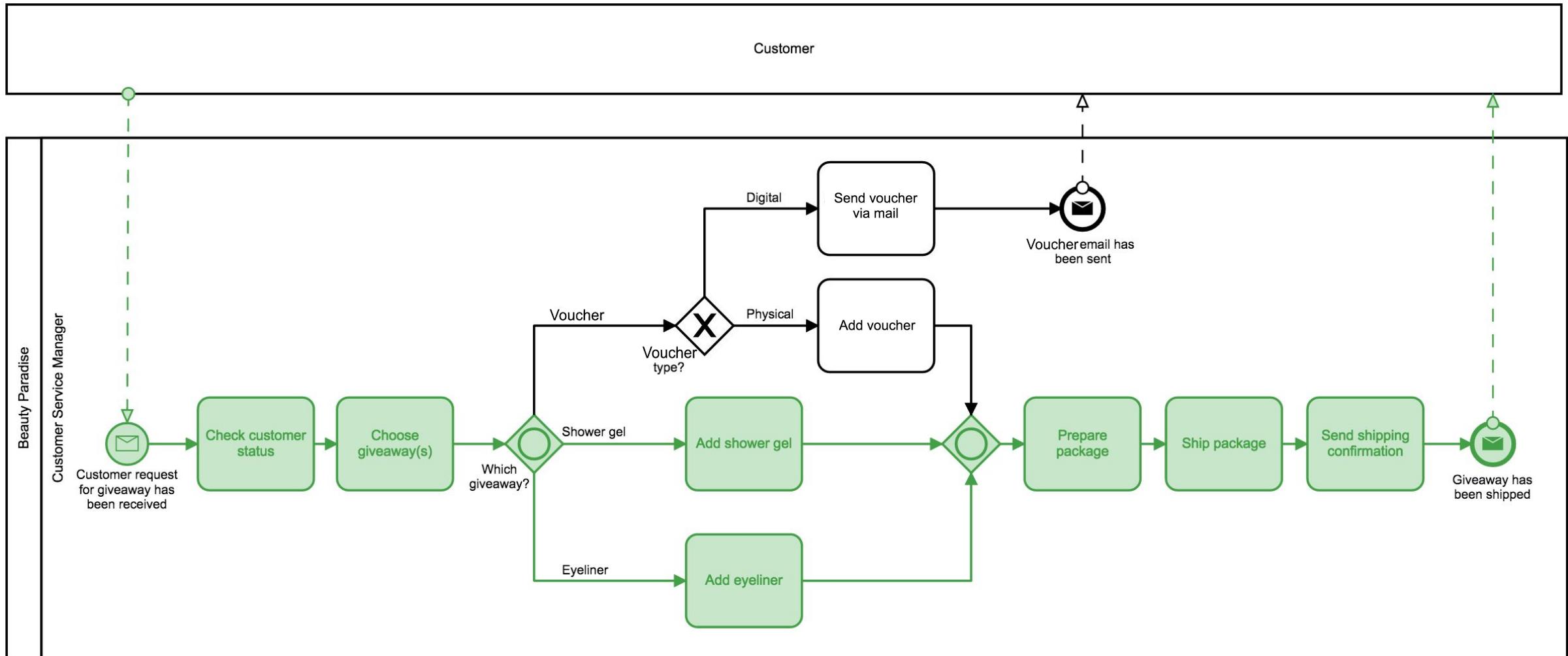




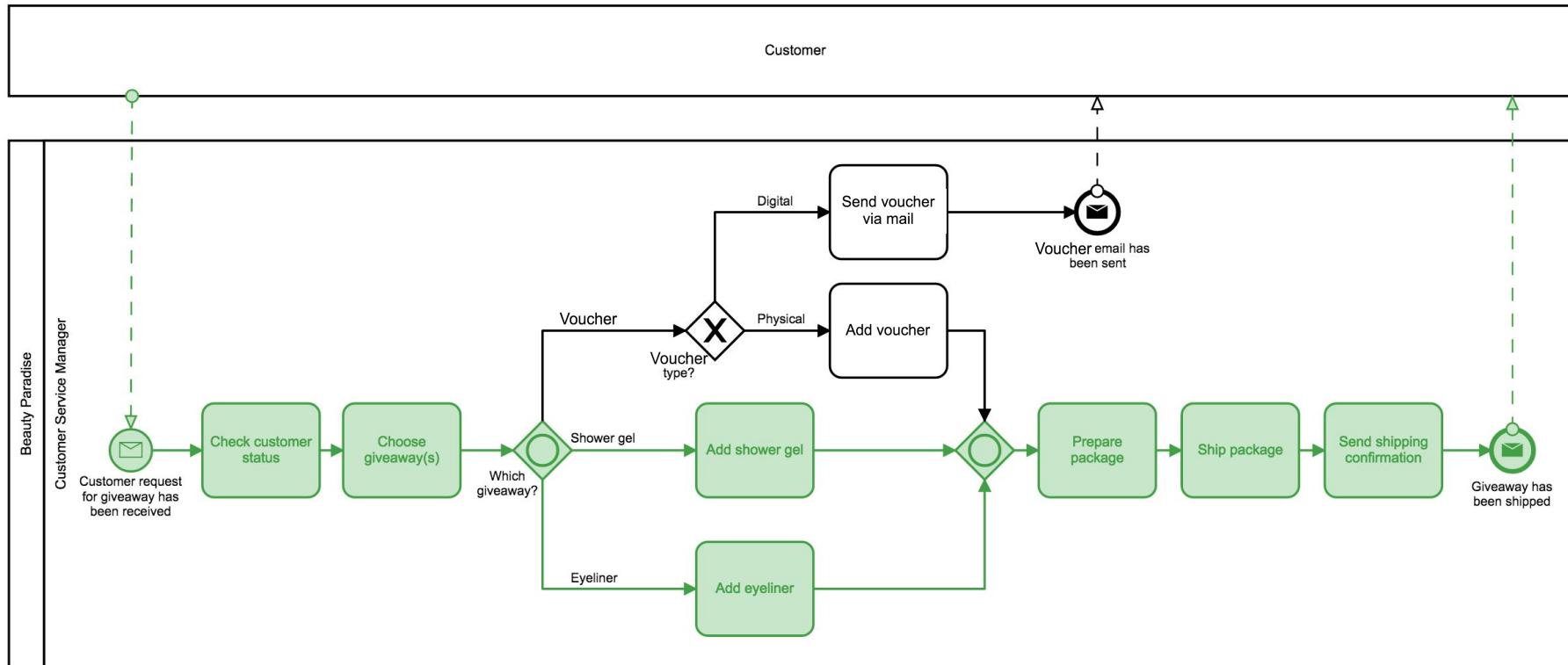




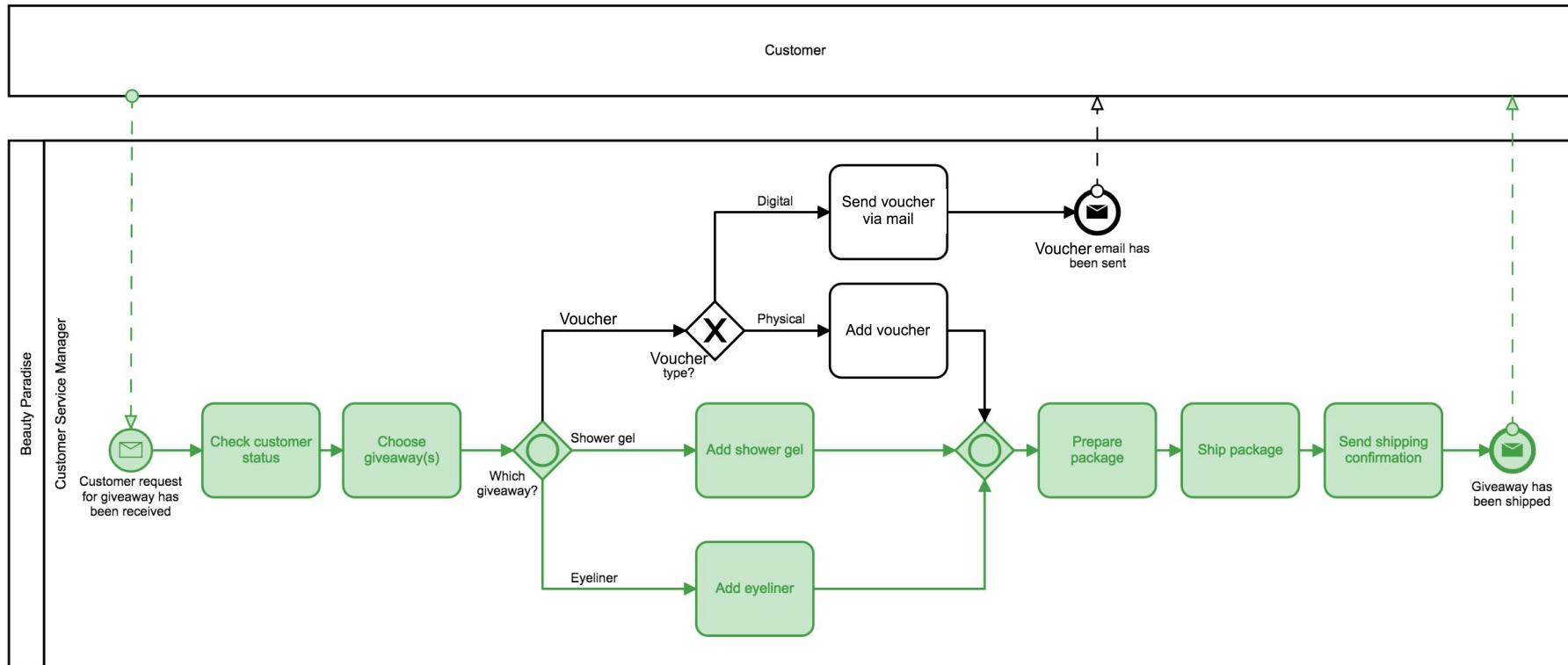




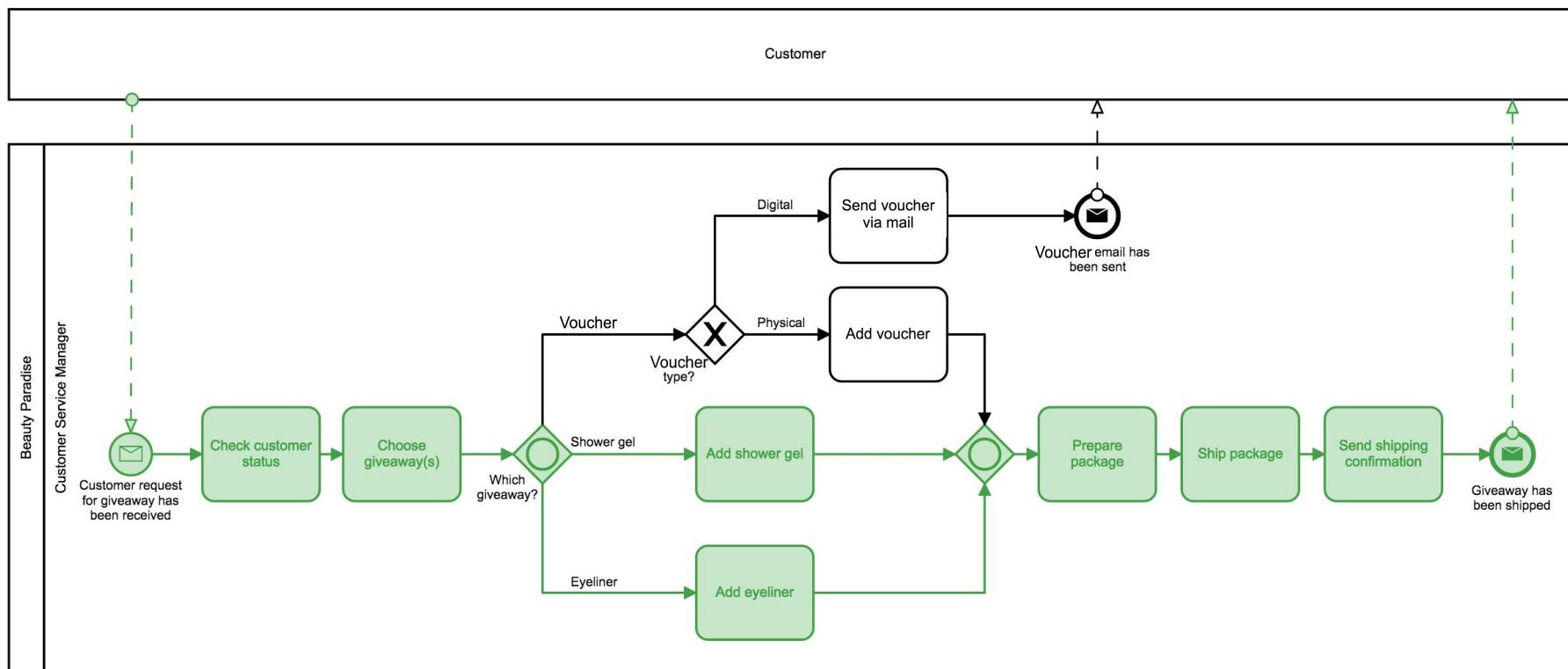
# Until now, the closing inclusive gateway was only informed once.



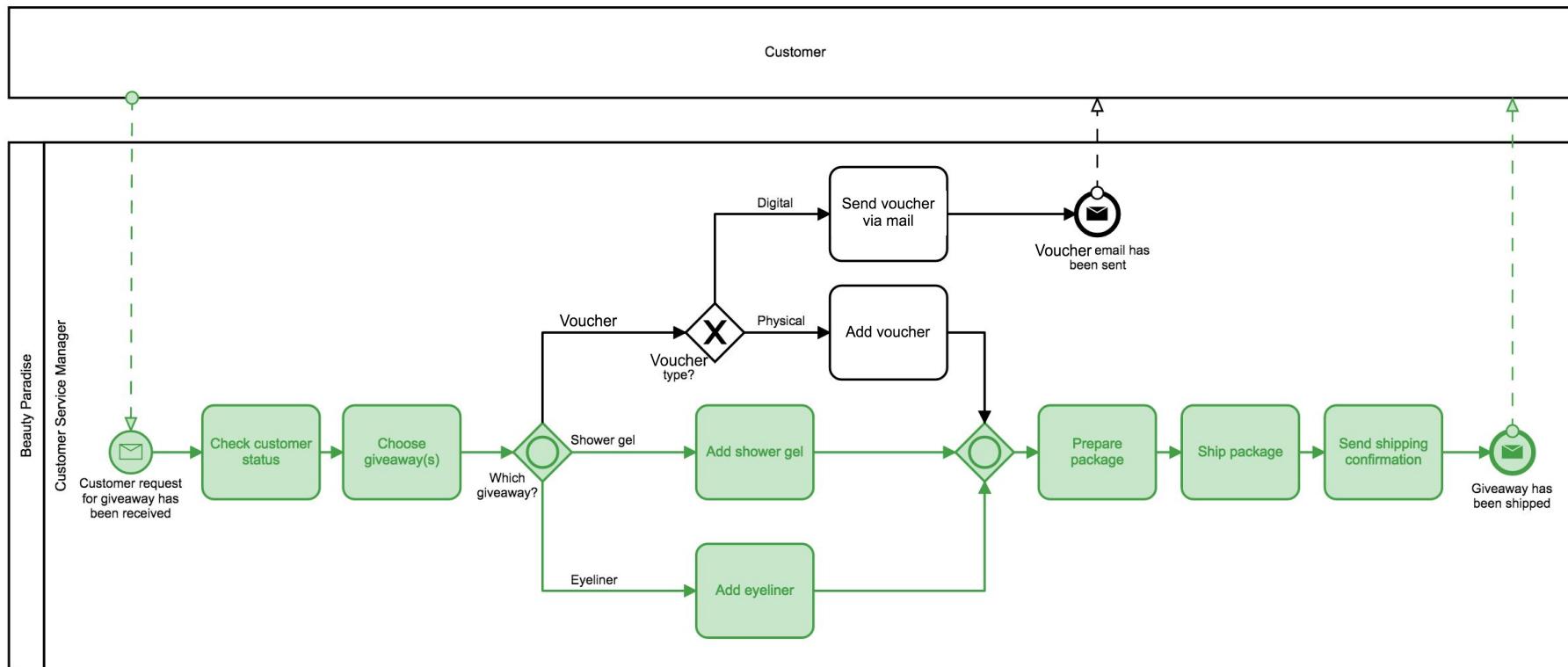
# Assumption: inclusive gateways only communicate between each other.

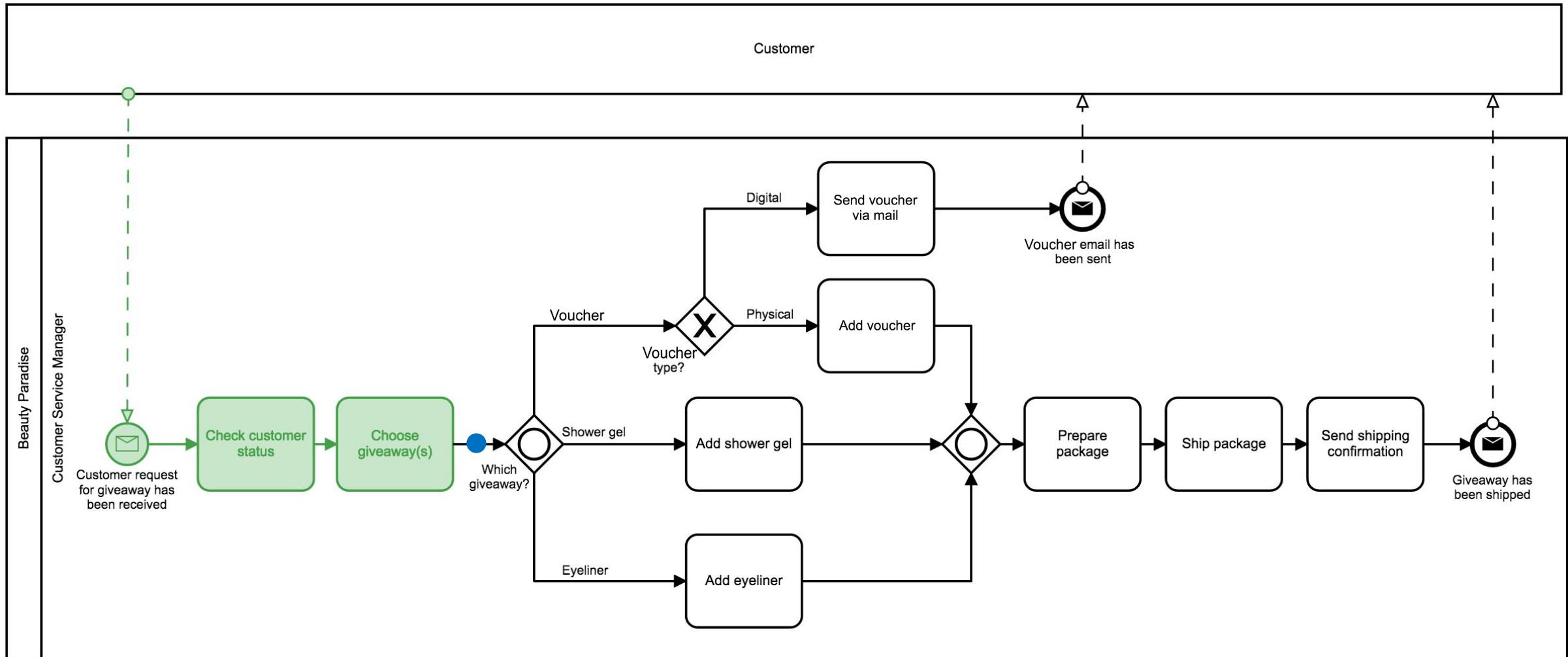


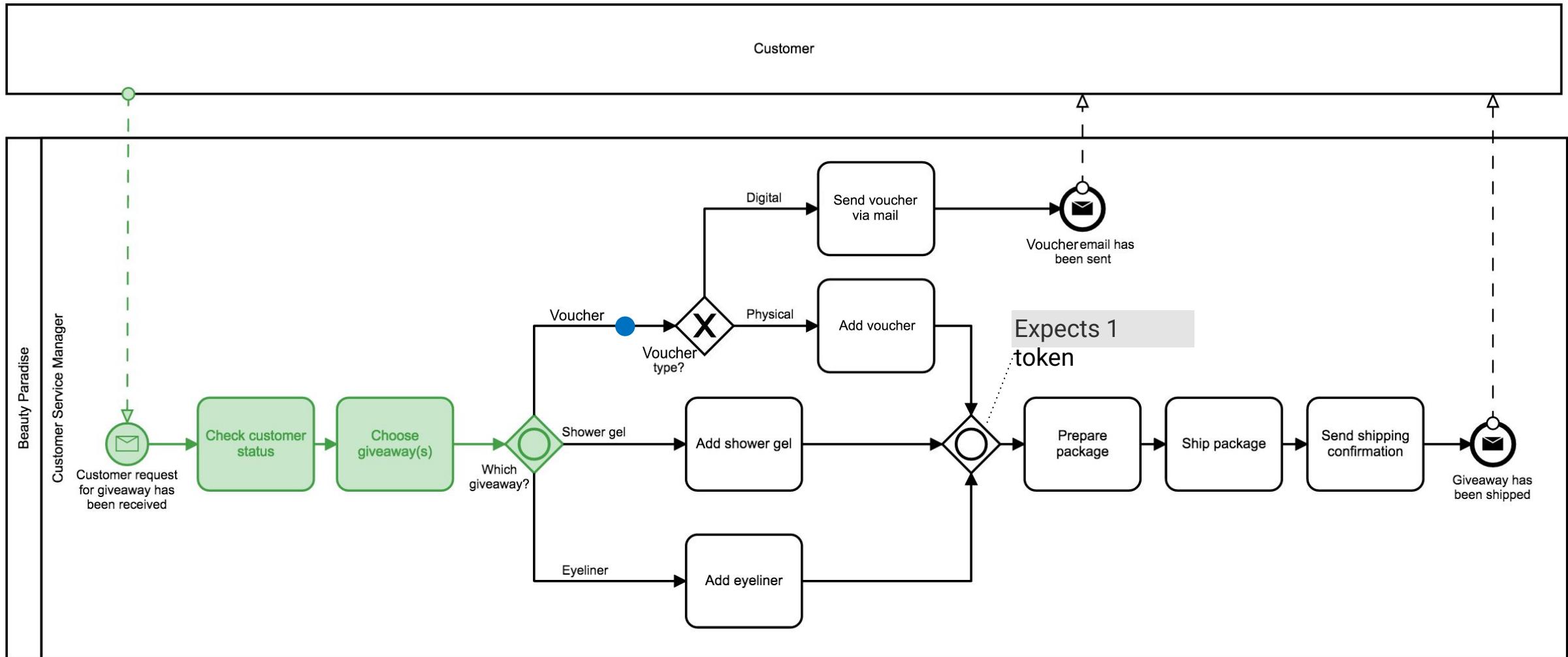
# This assumption is wrong!

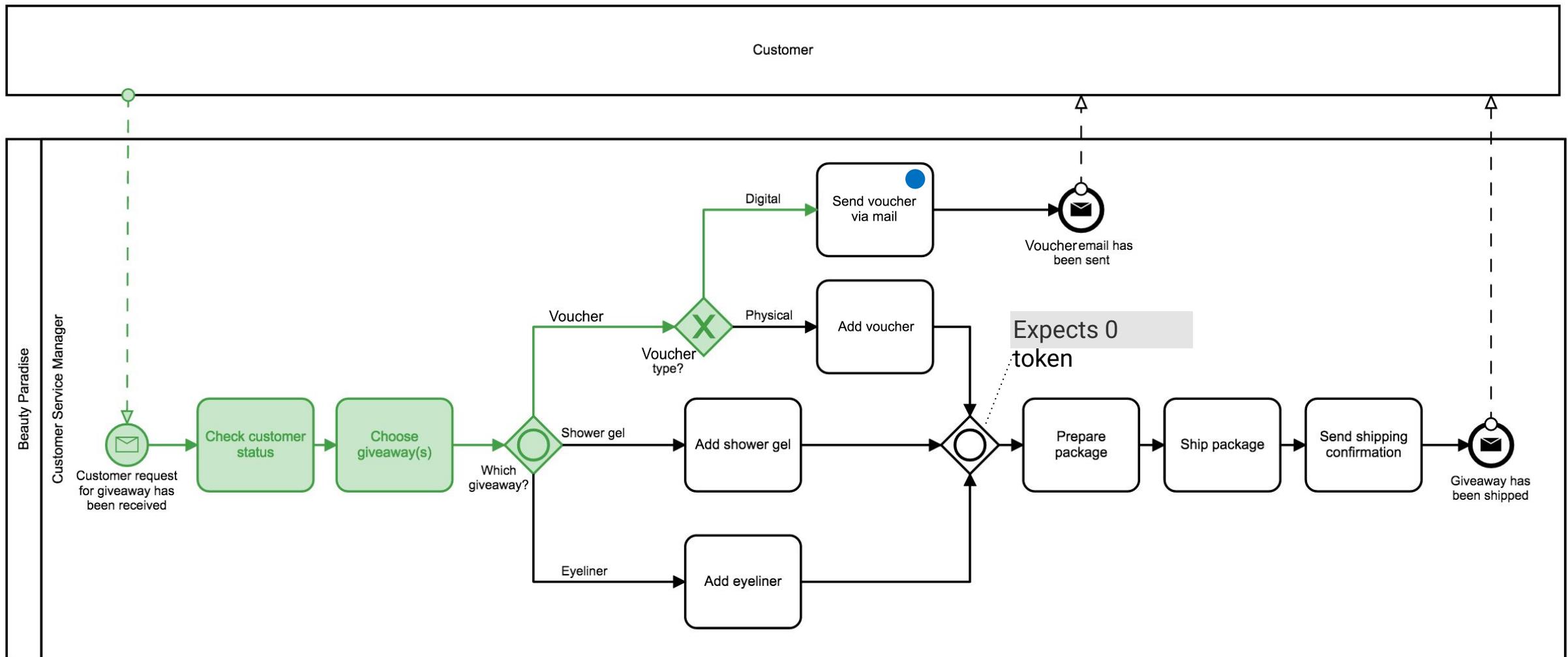


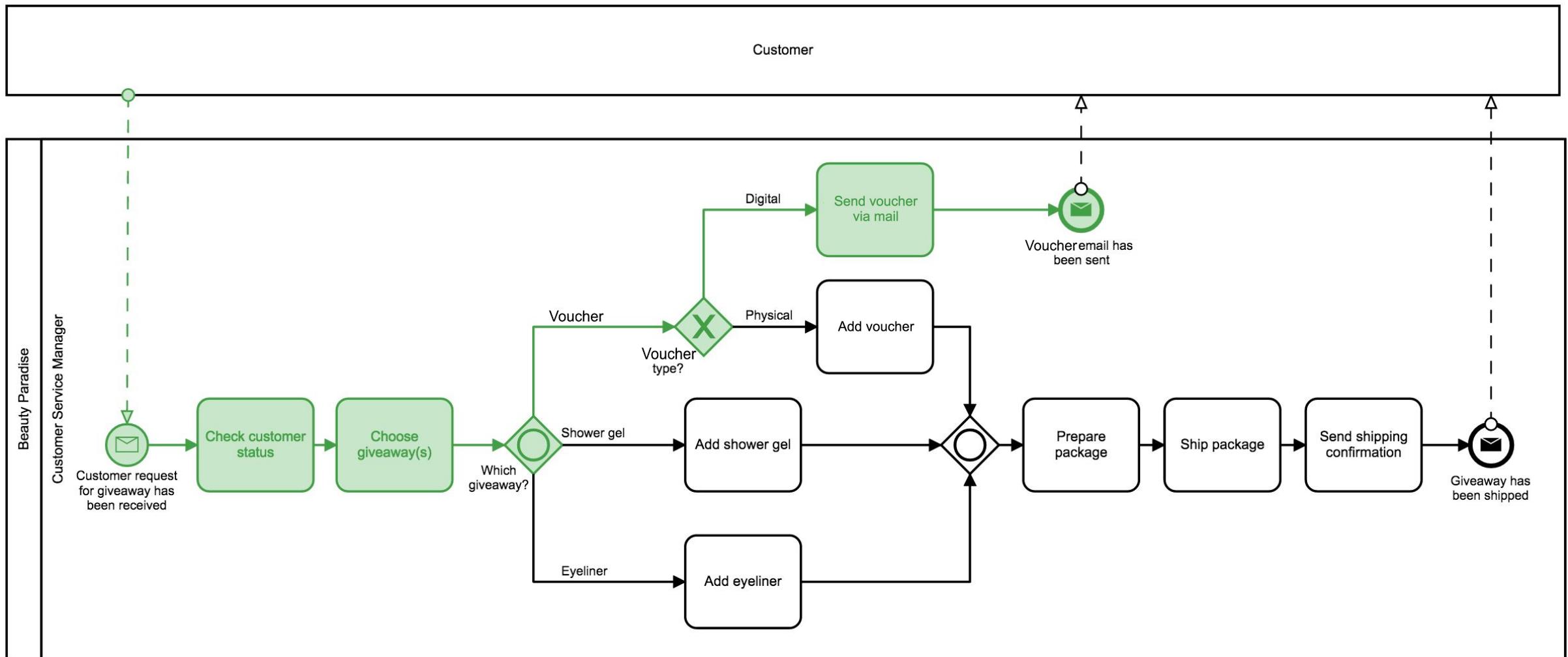
# It is possible that the number of expected tokens changes!

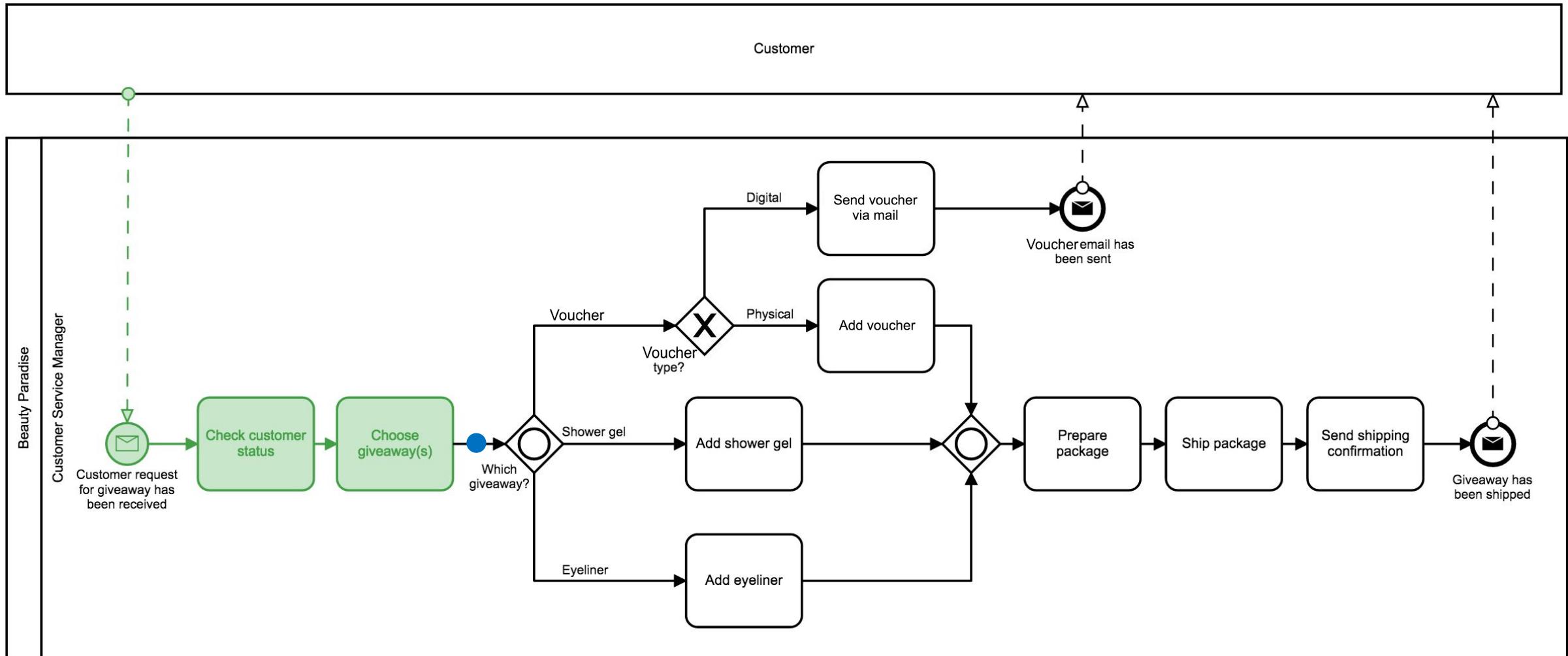


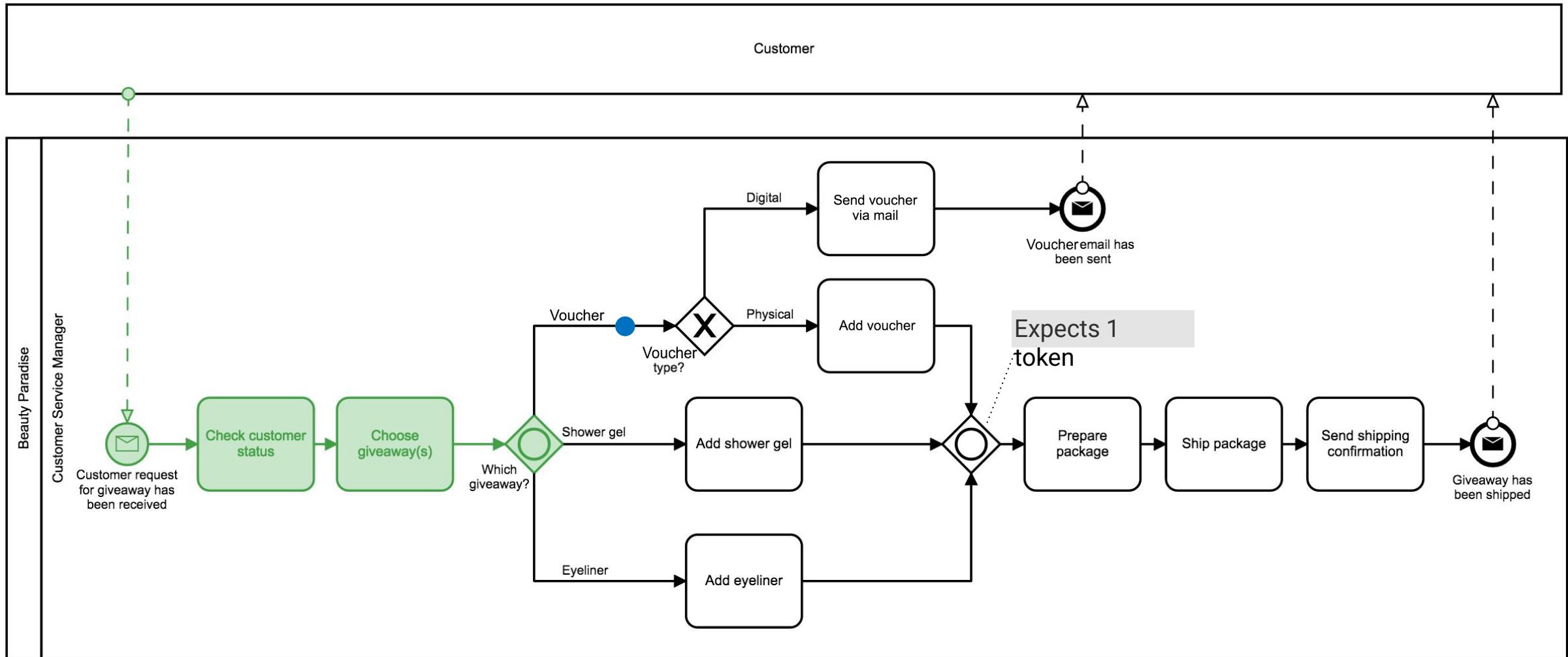


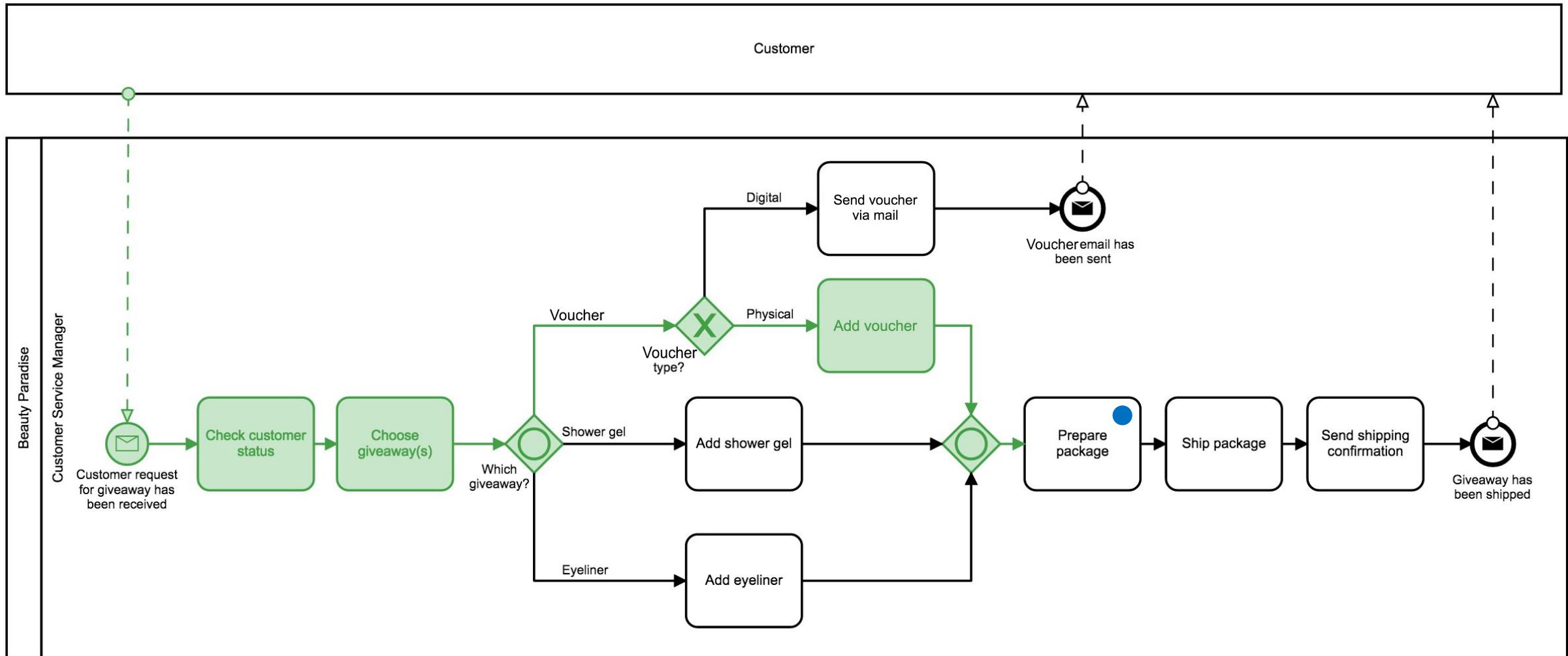


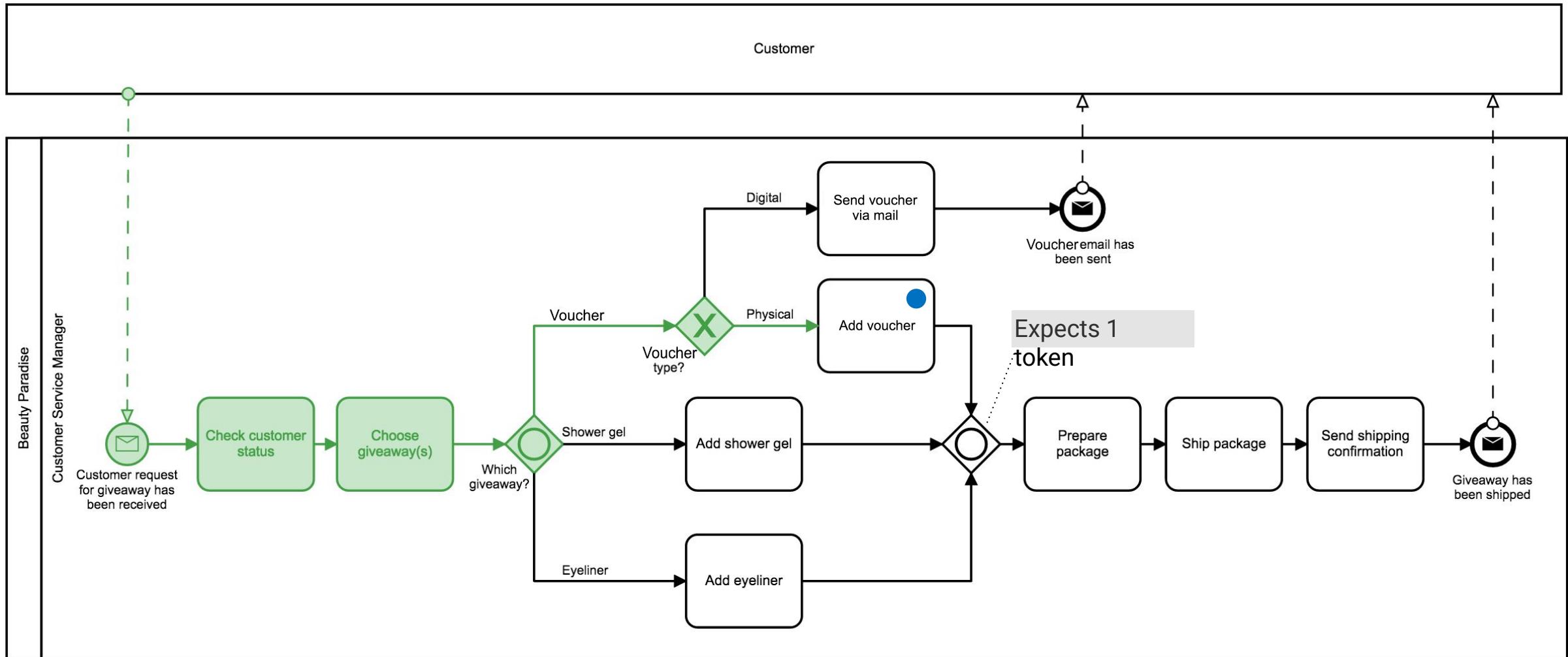


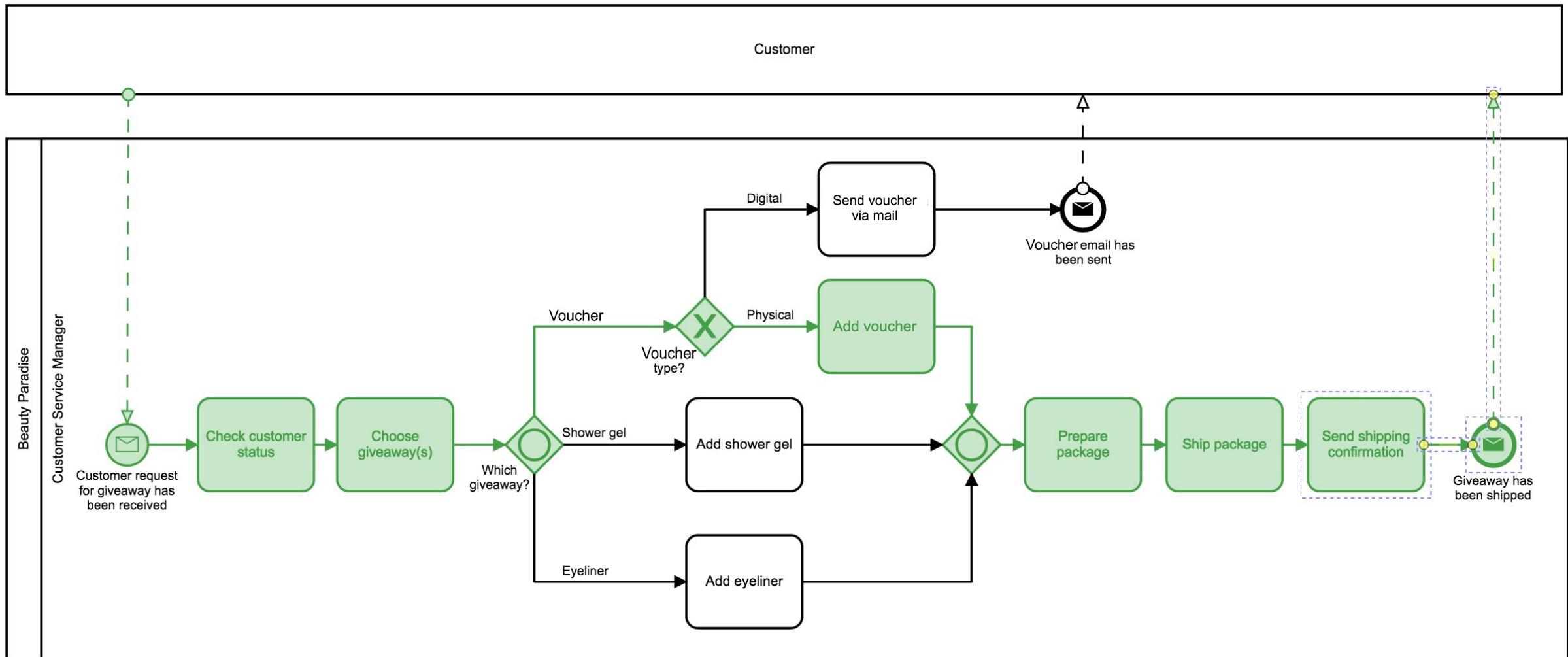




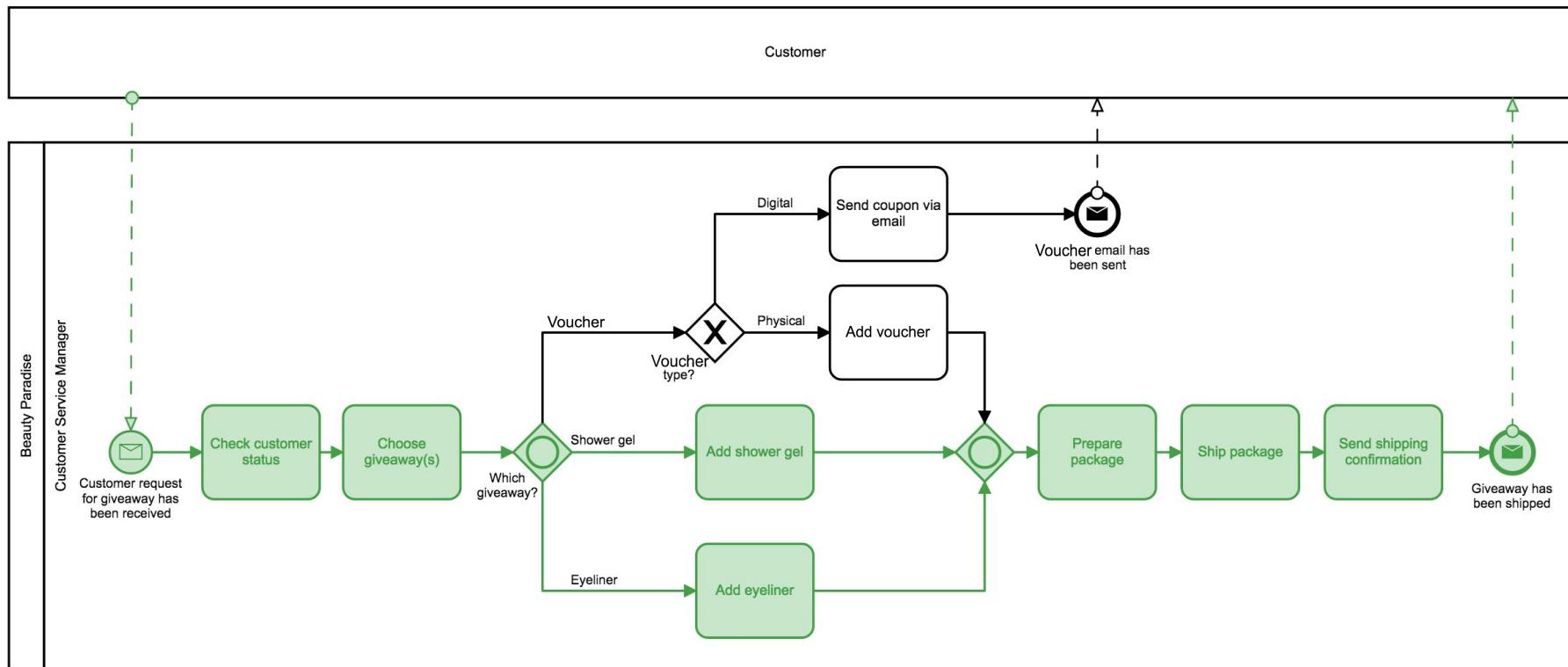


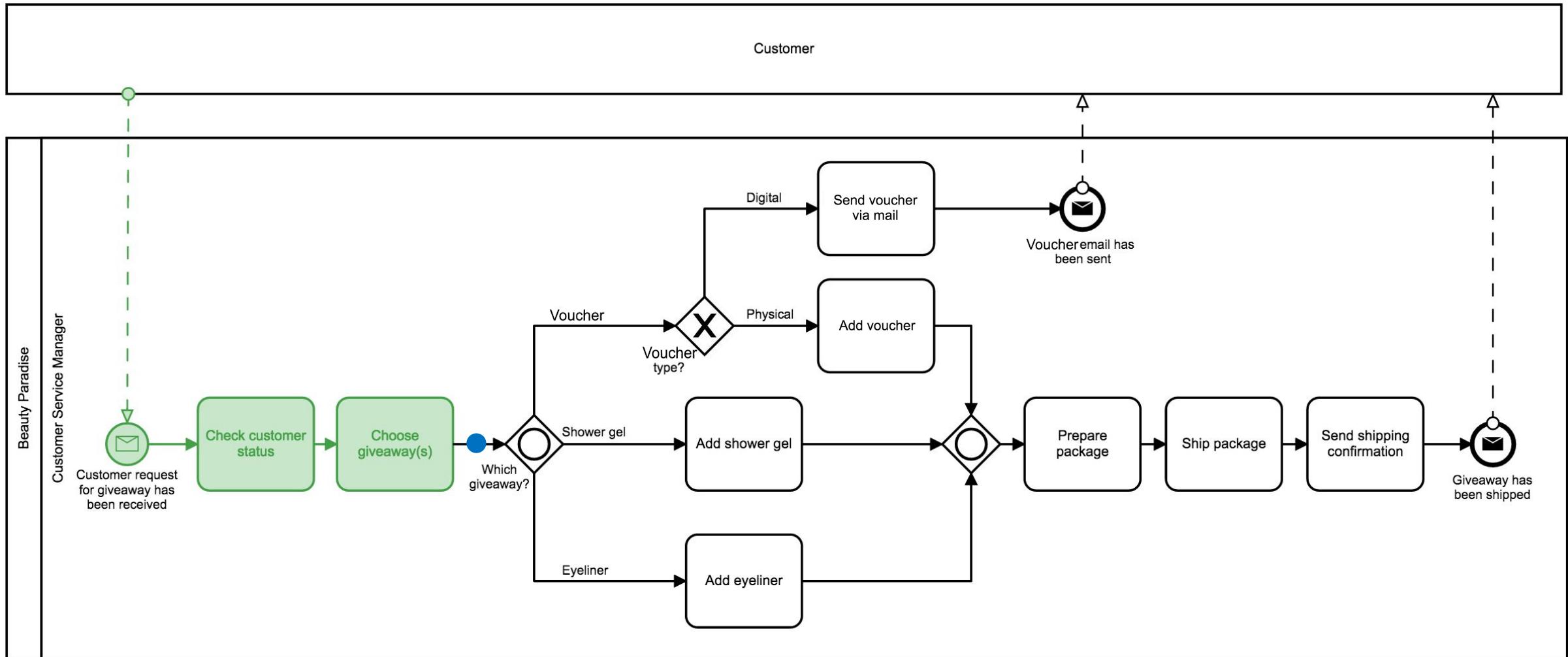


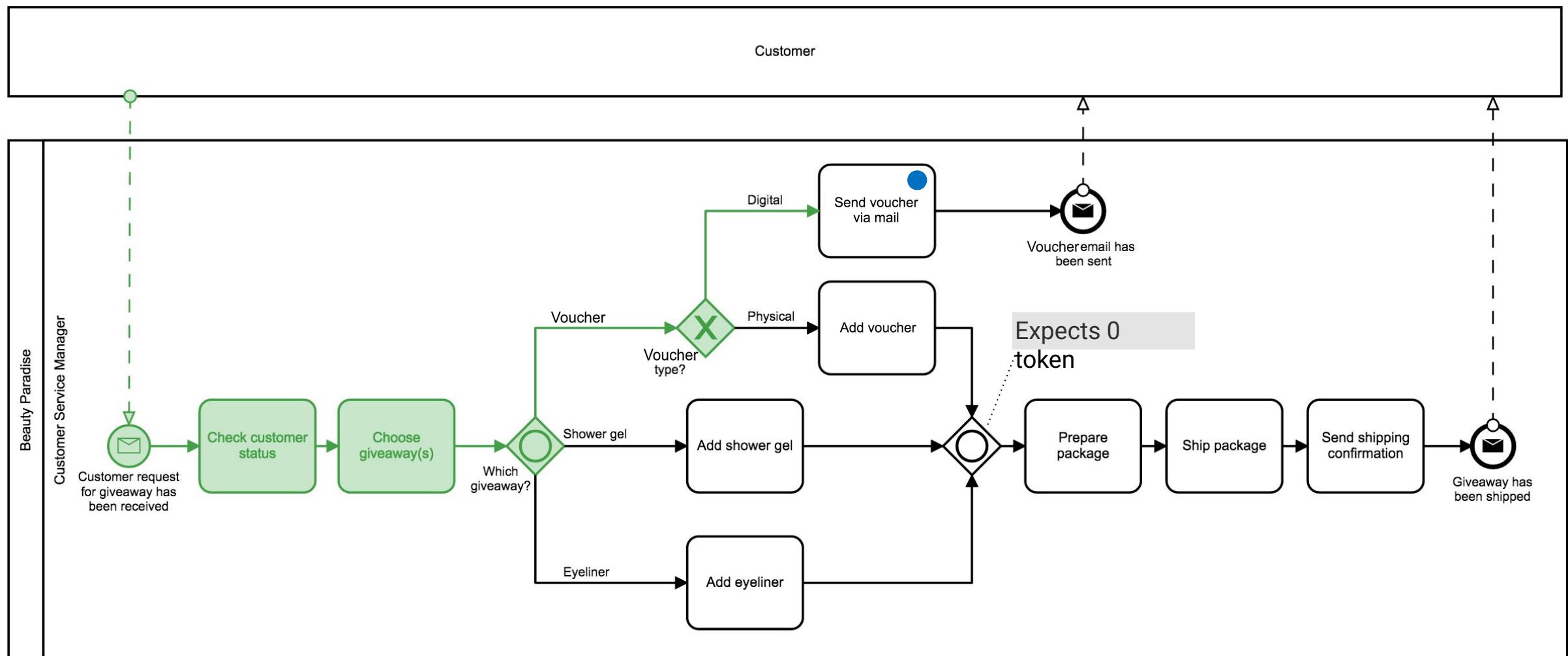


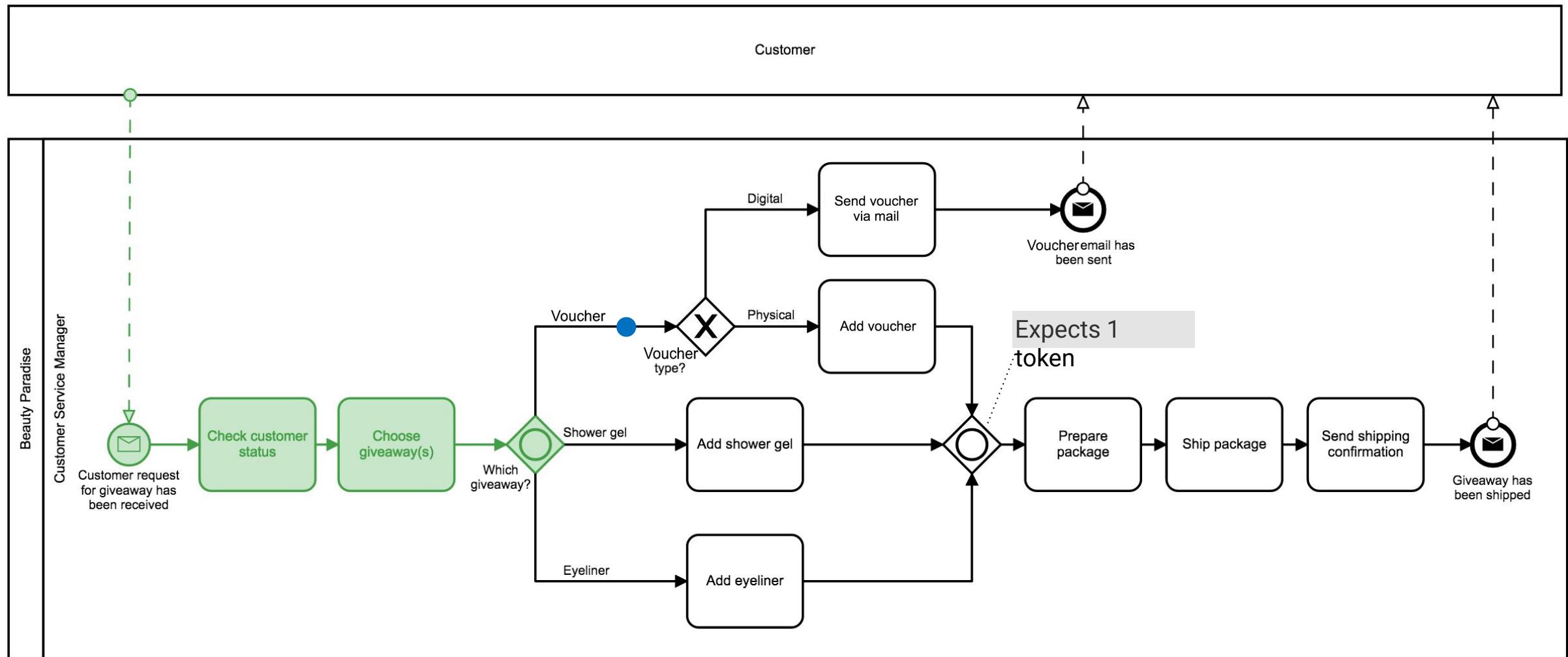


# The most complex case of our inclusive gateway & the wrap up of the section.

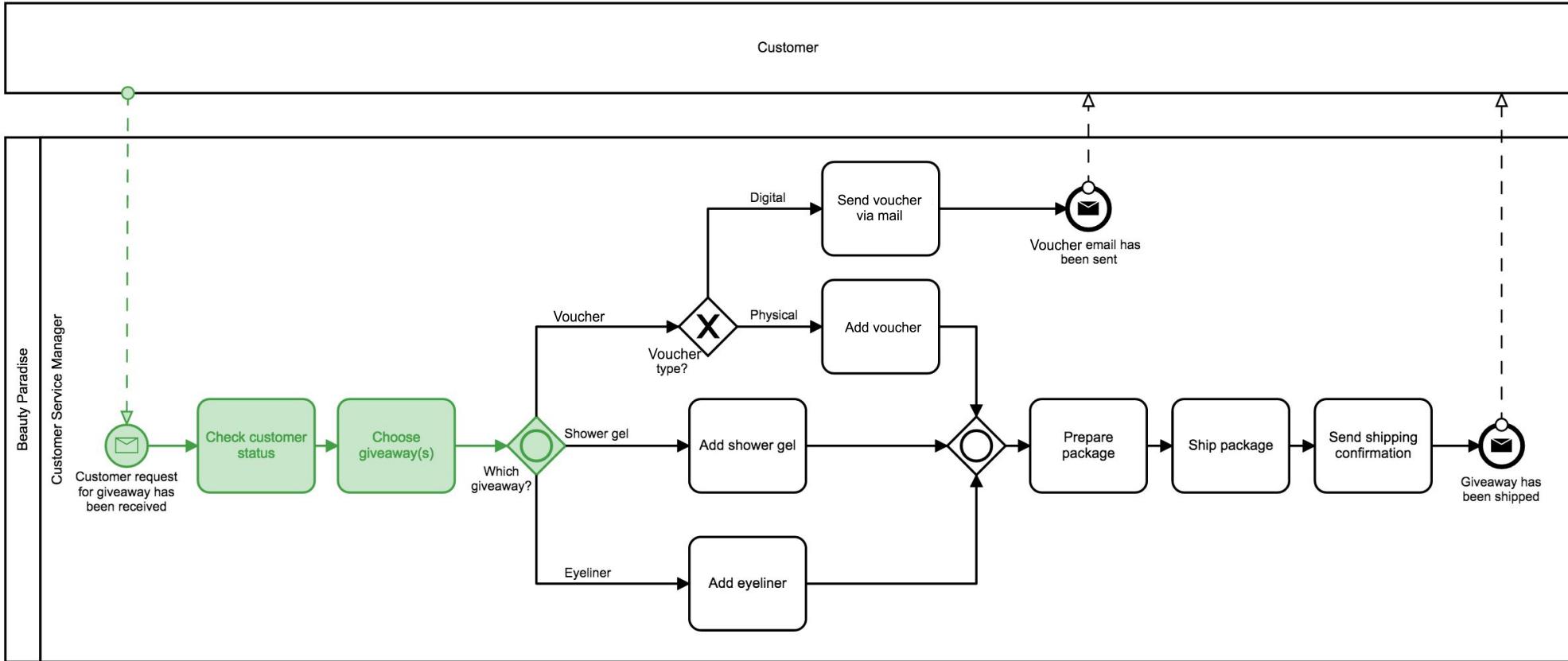




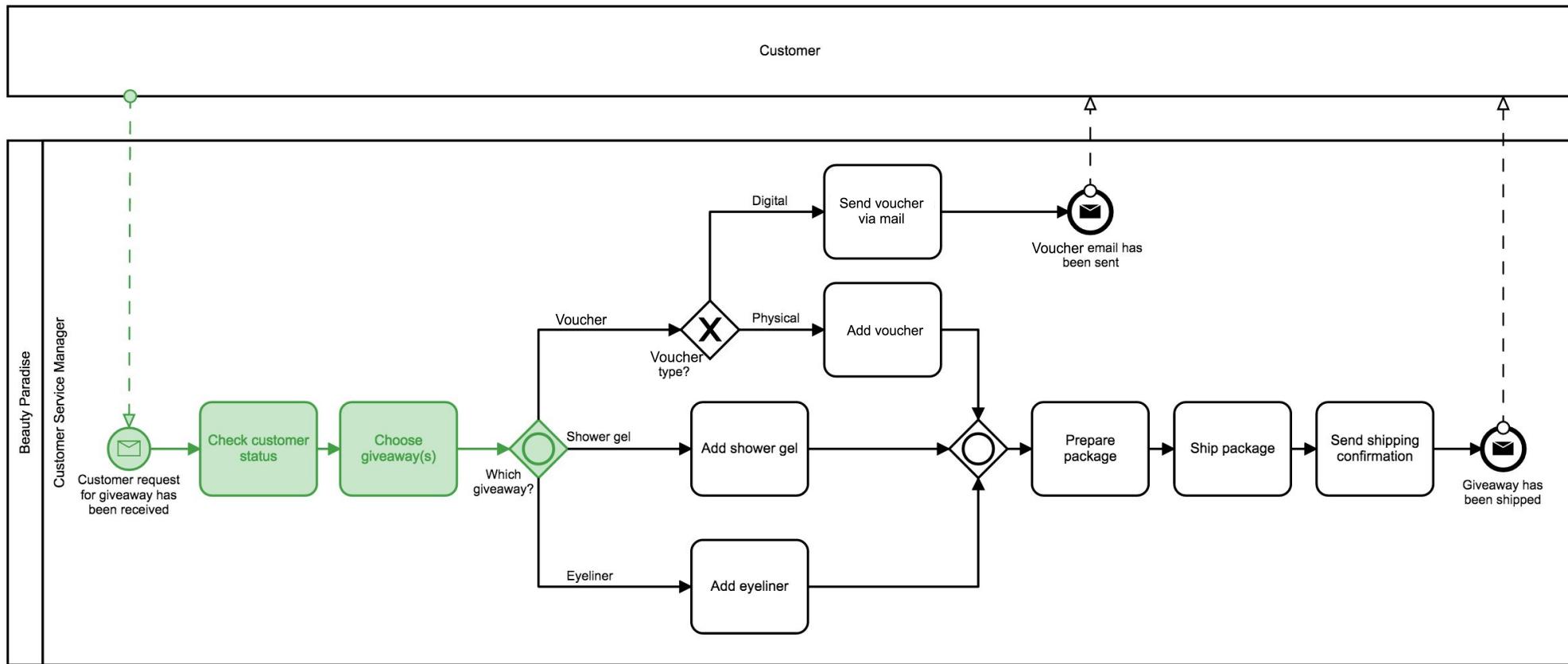


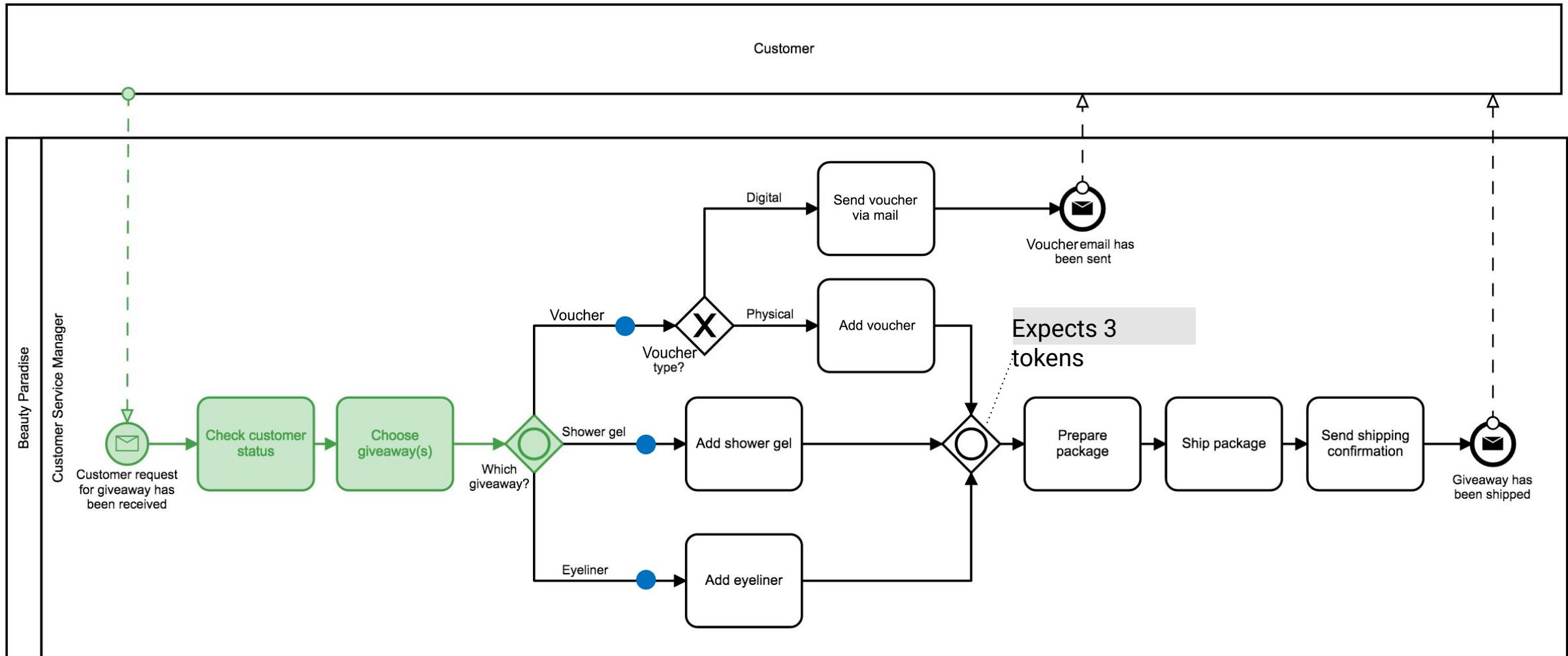


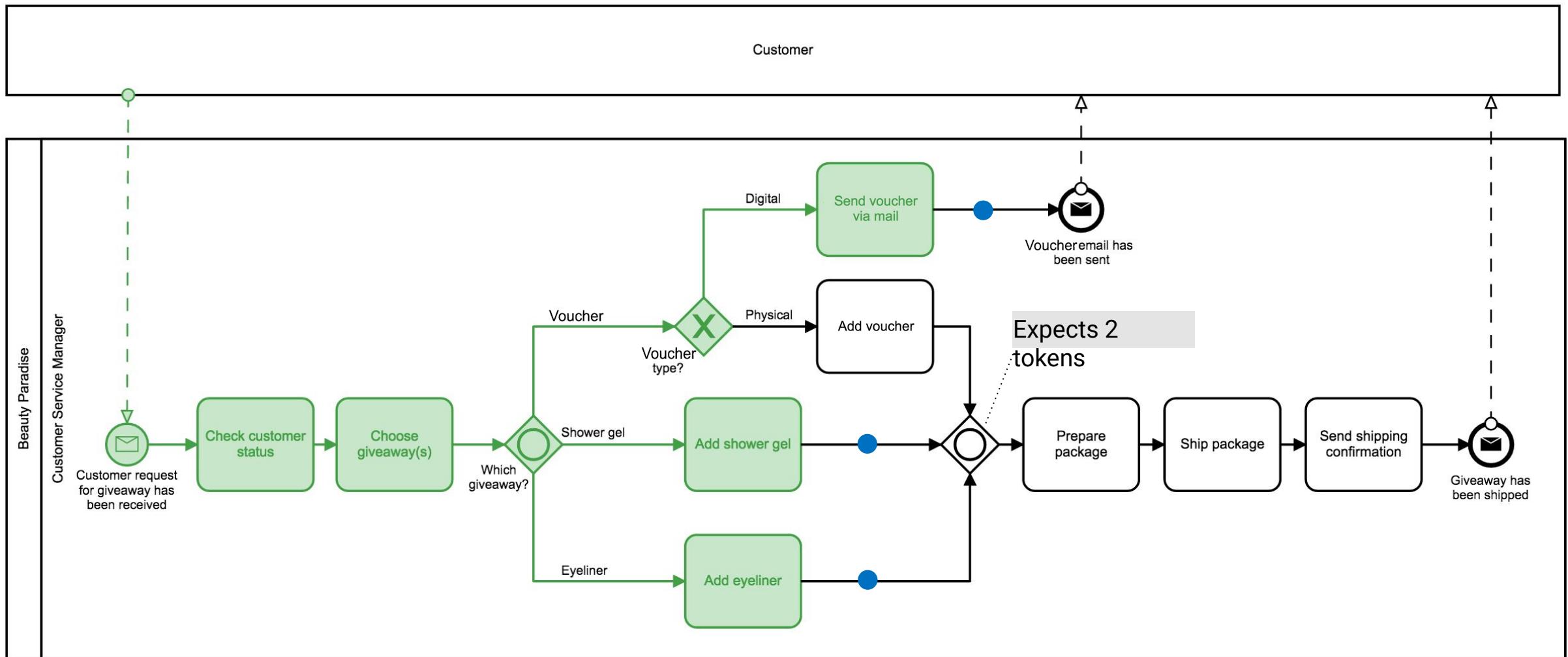
# What about a more complex case? 🤔

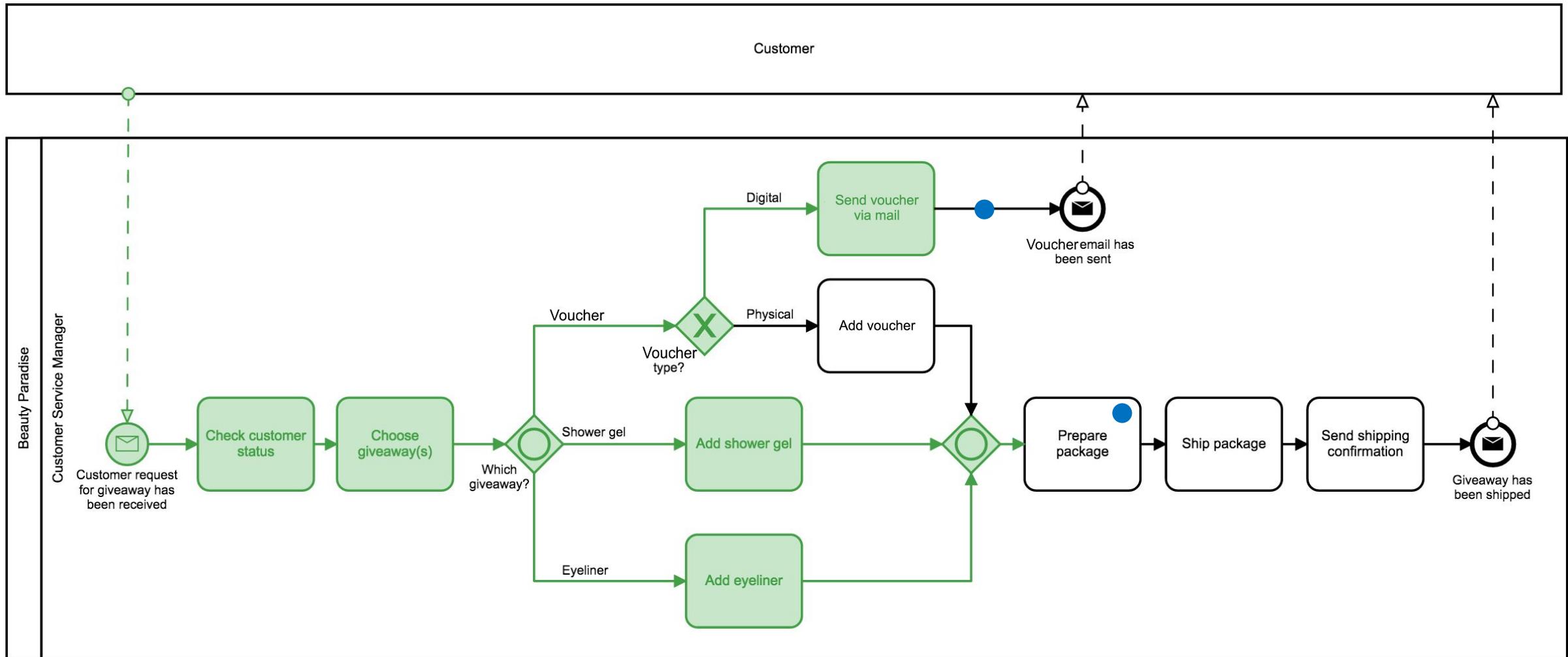


# All three giveaways are selected.

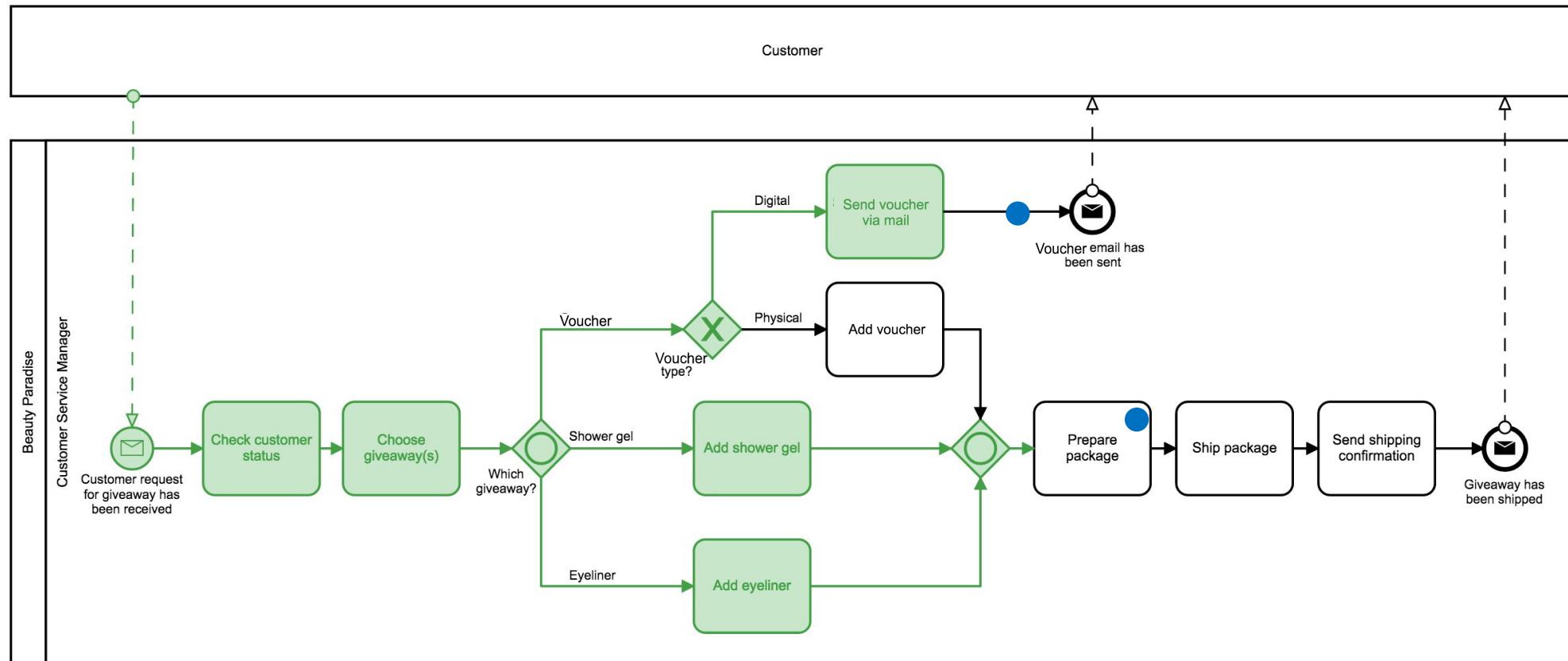








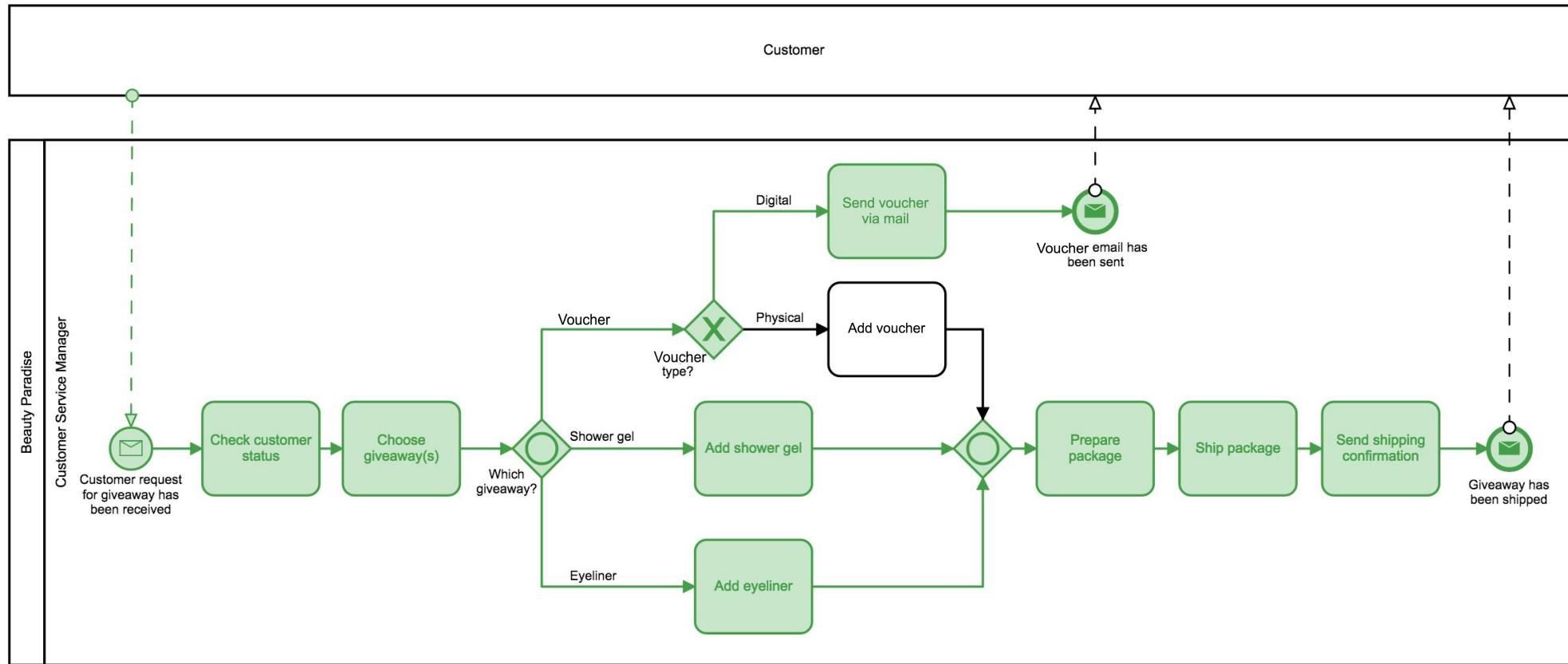
# Are two active end events even allowed? 🤔



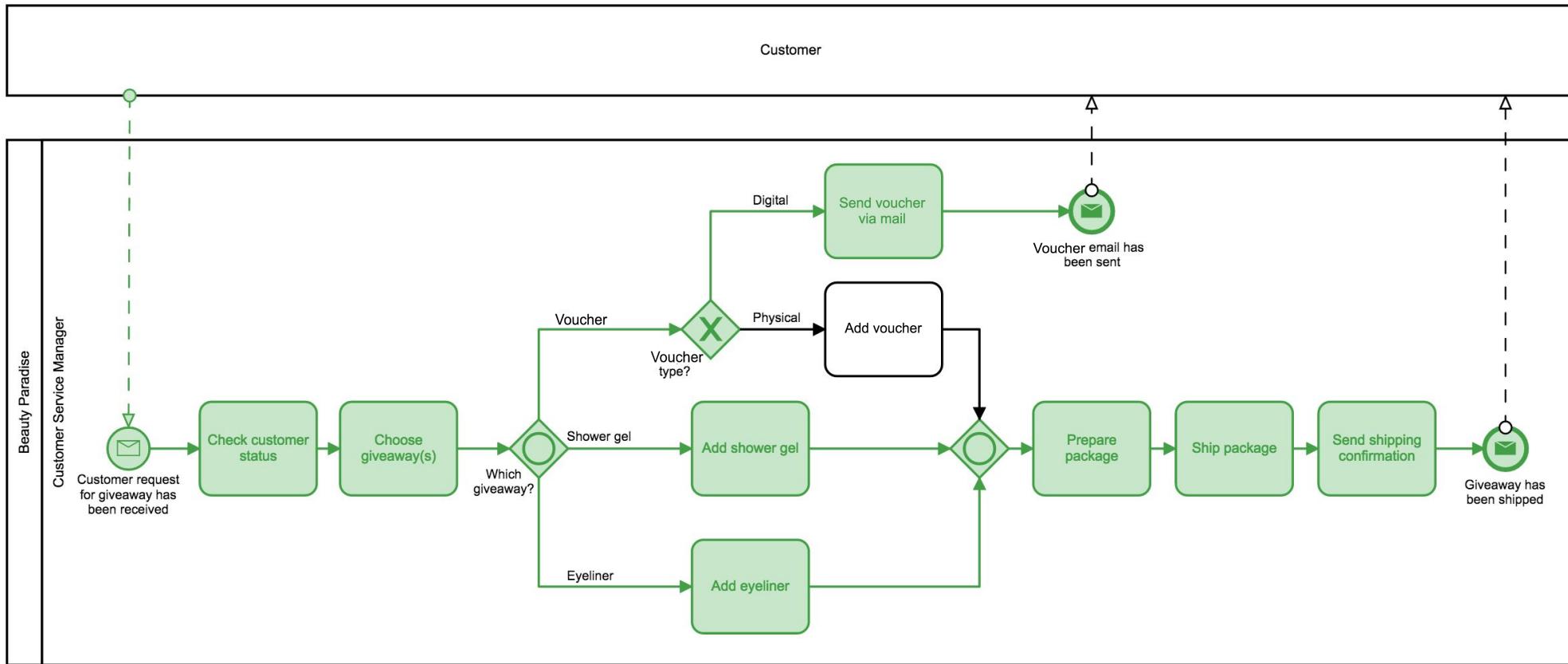
Yes!

process camp

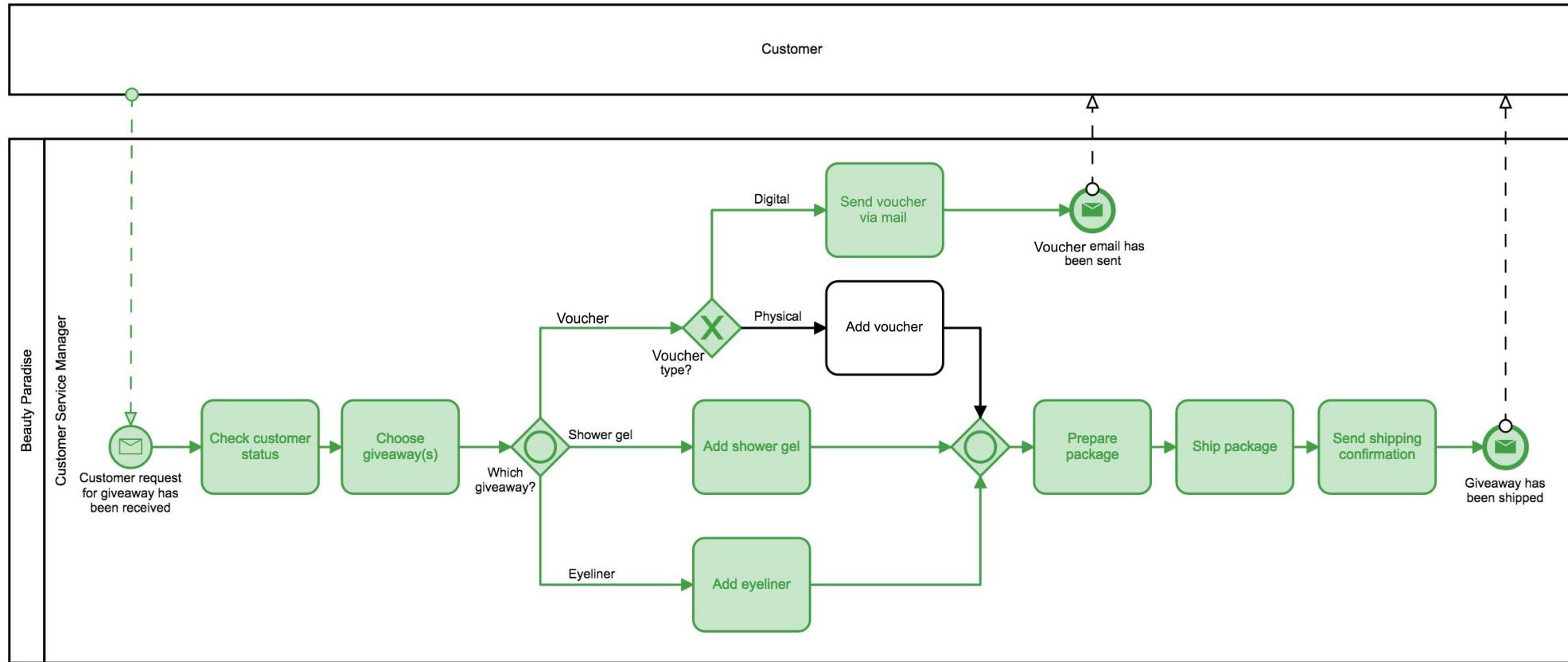
# The process doesn't end with the first end event being activated.

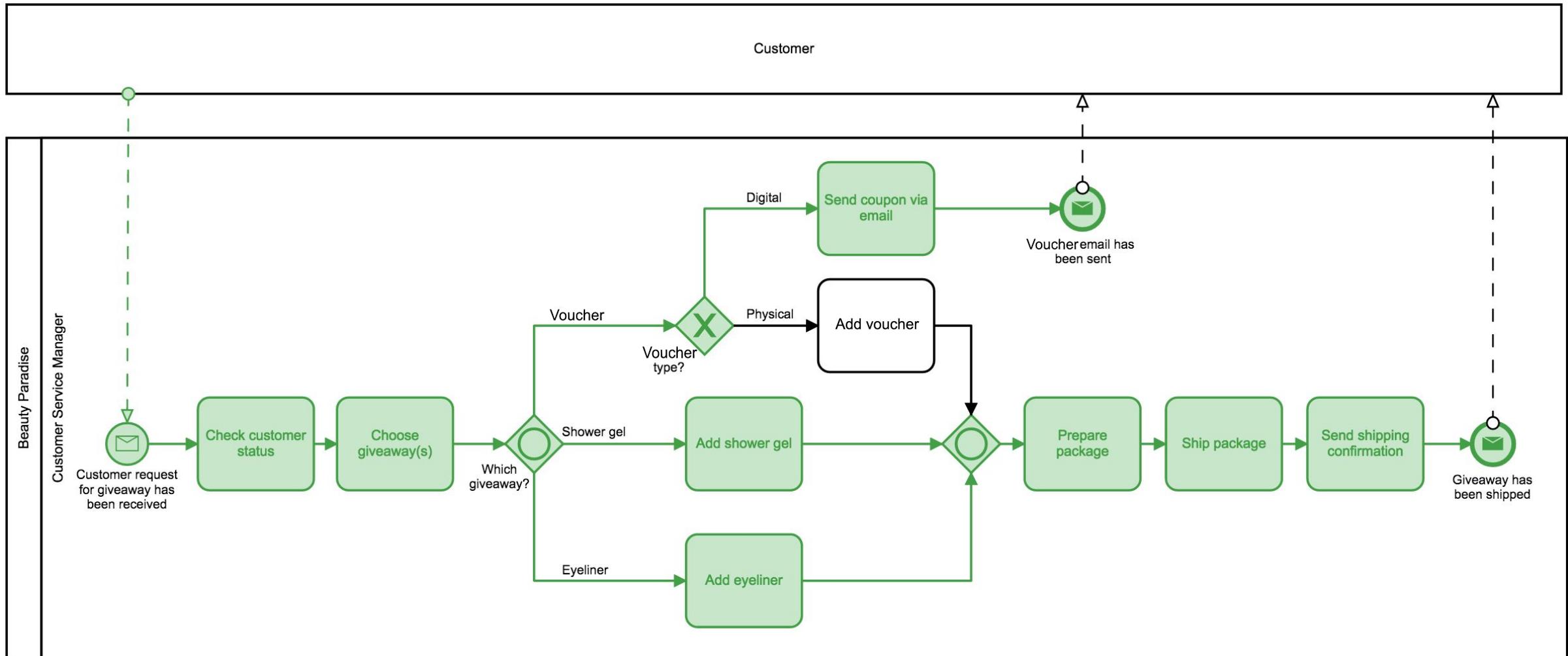


# It's not a token race!

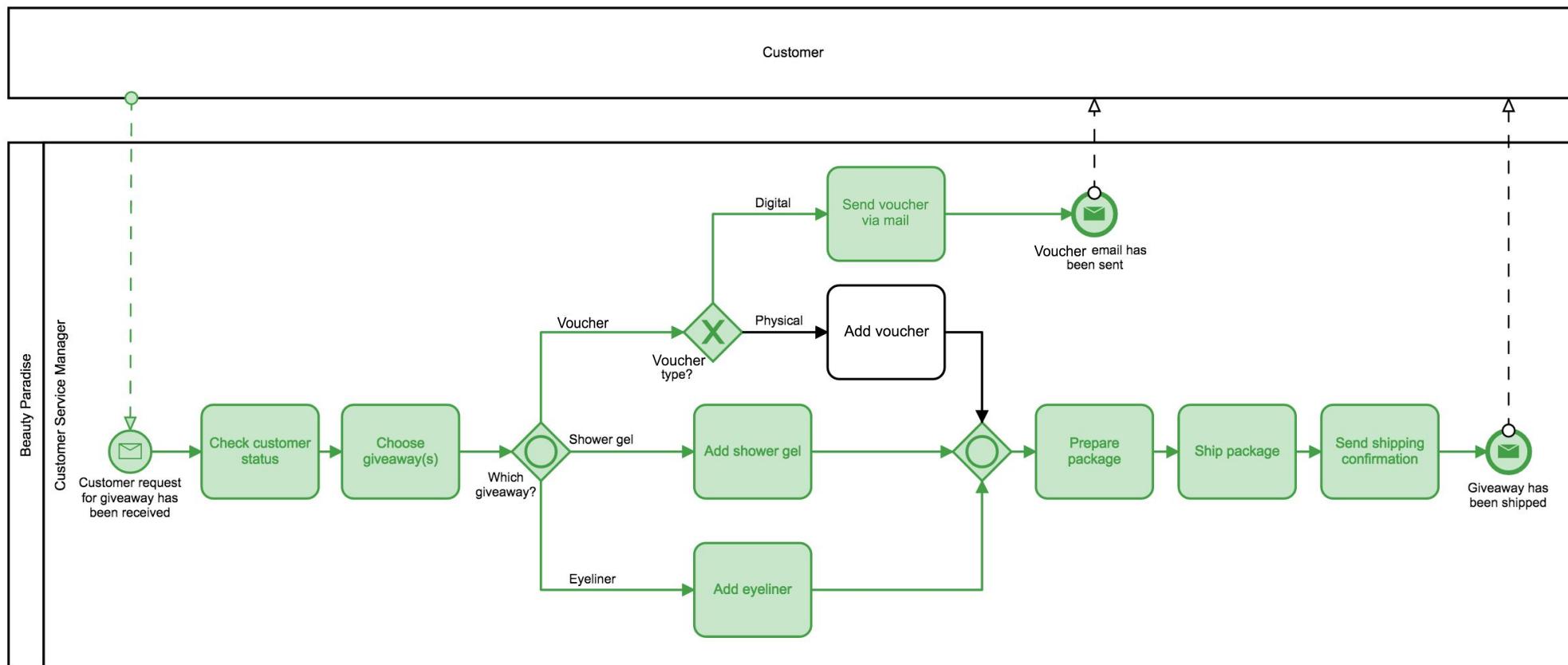


# Both tokens have to arrive at their end events.

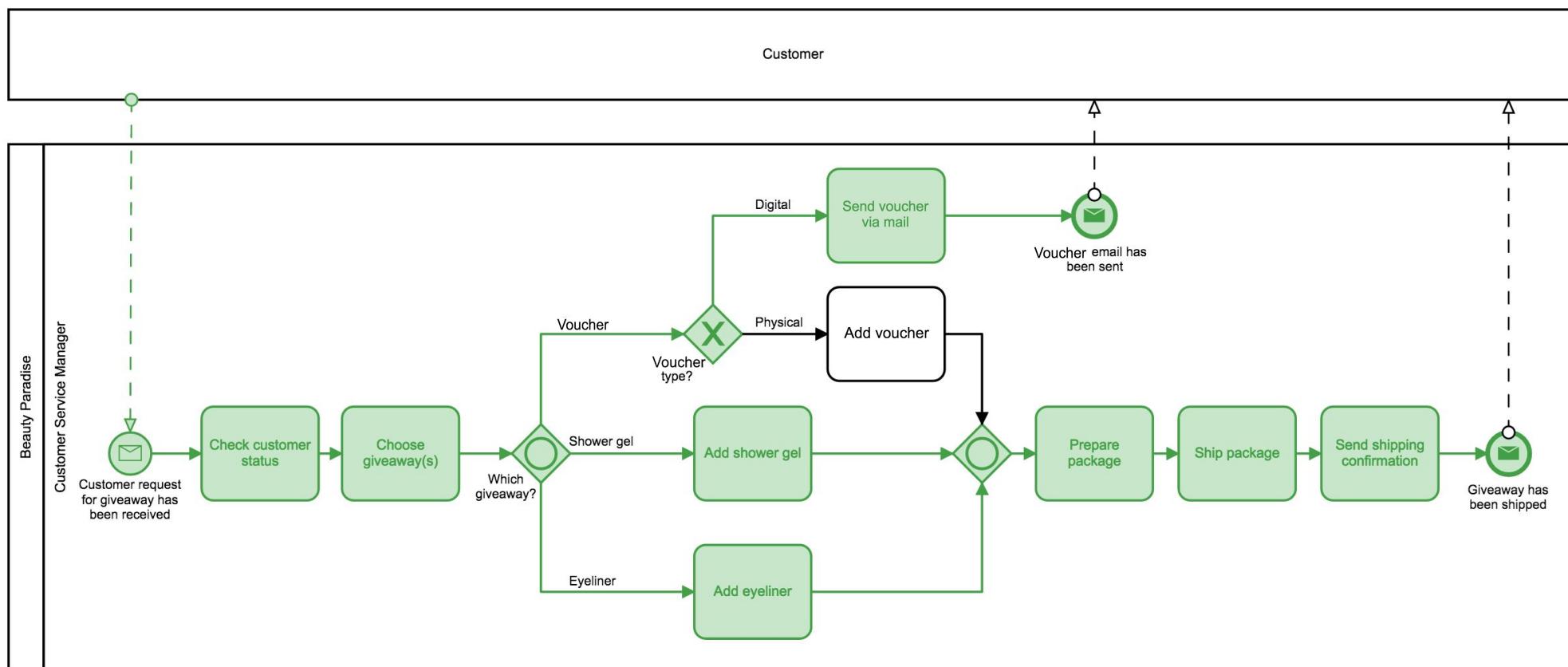




# Why do we need to define two separate end events?

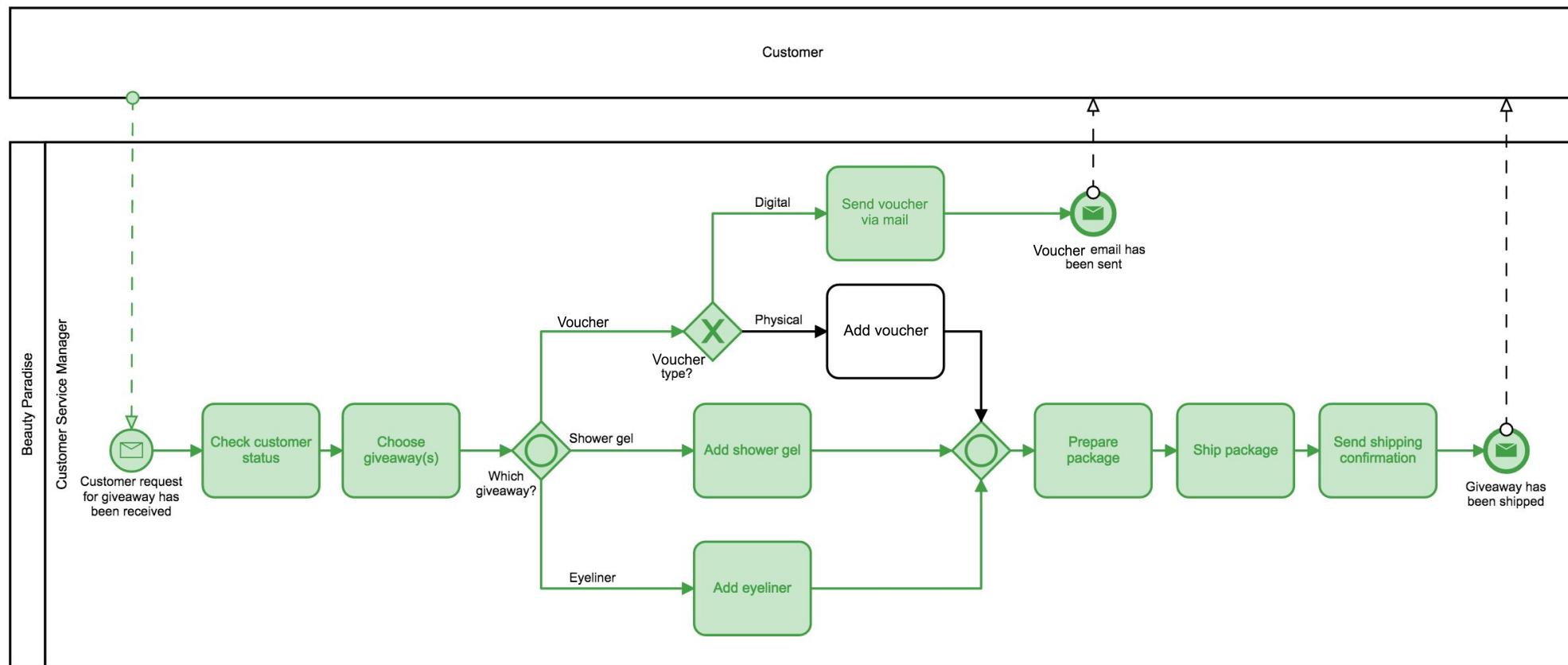


# Both define distinct situations which lead to different follow up activities.

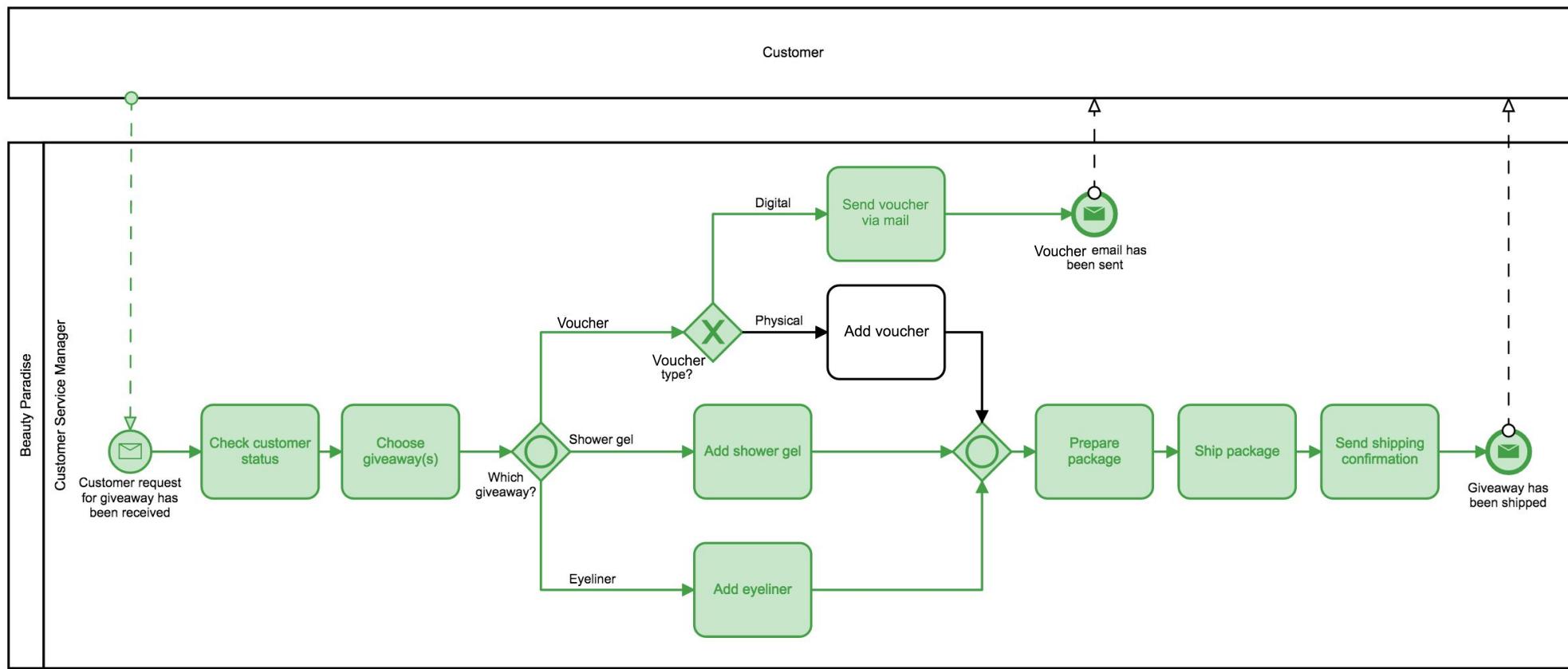


When shipping the giveaways activities like “paying the shipping company” and “tracking the package” are following.

# Clearly, this doesn't need to be done if Susan just sends an email.



# Each end events trigger different follow up activities.

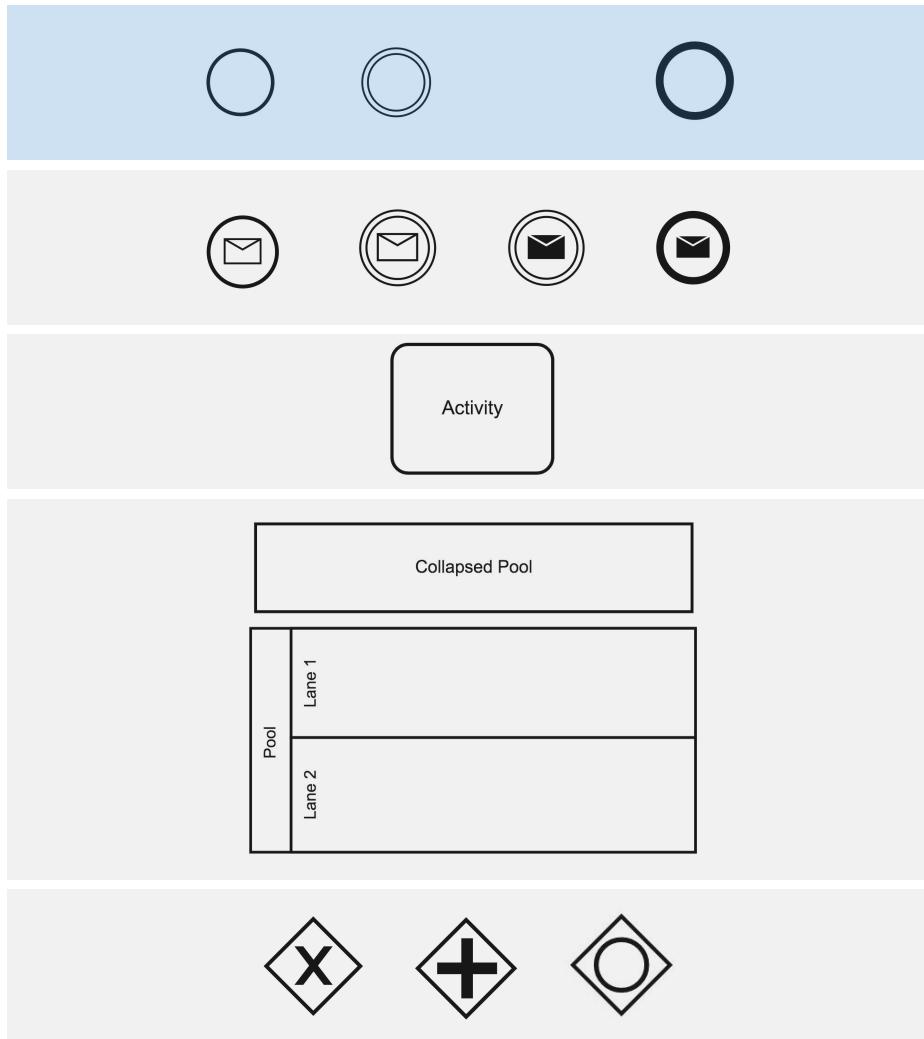




Well done!

process camp

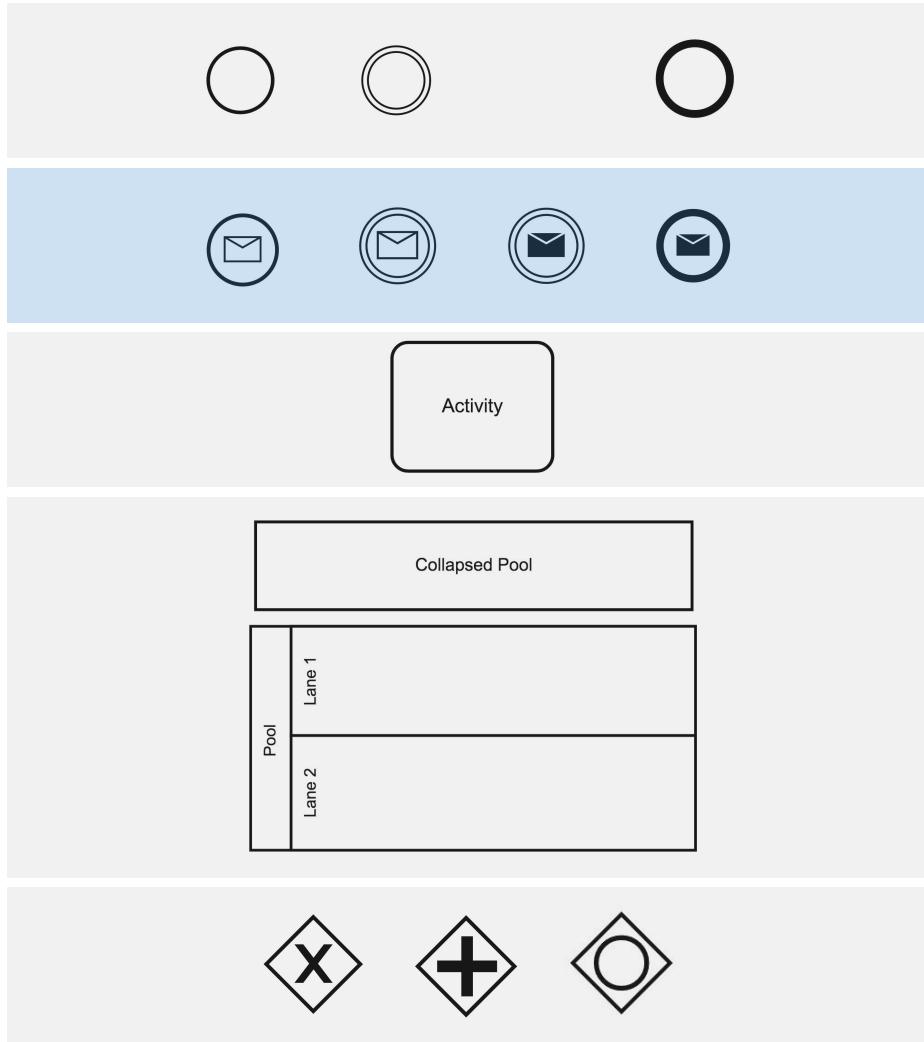
# BPMN Toolkit



Plain Intermediate Event



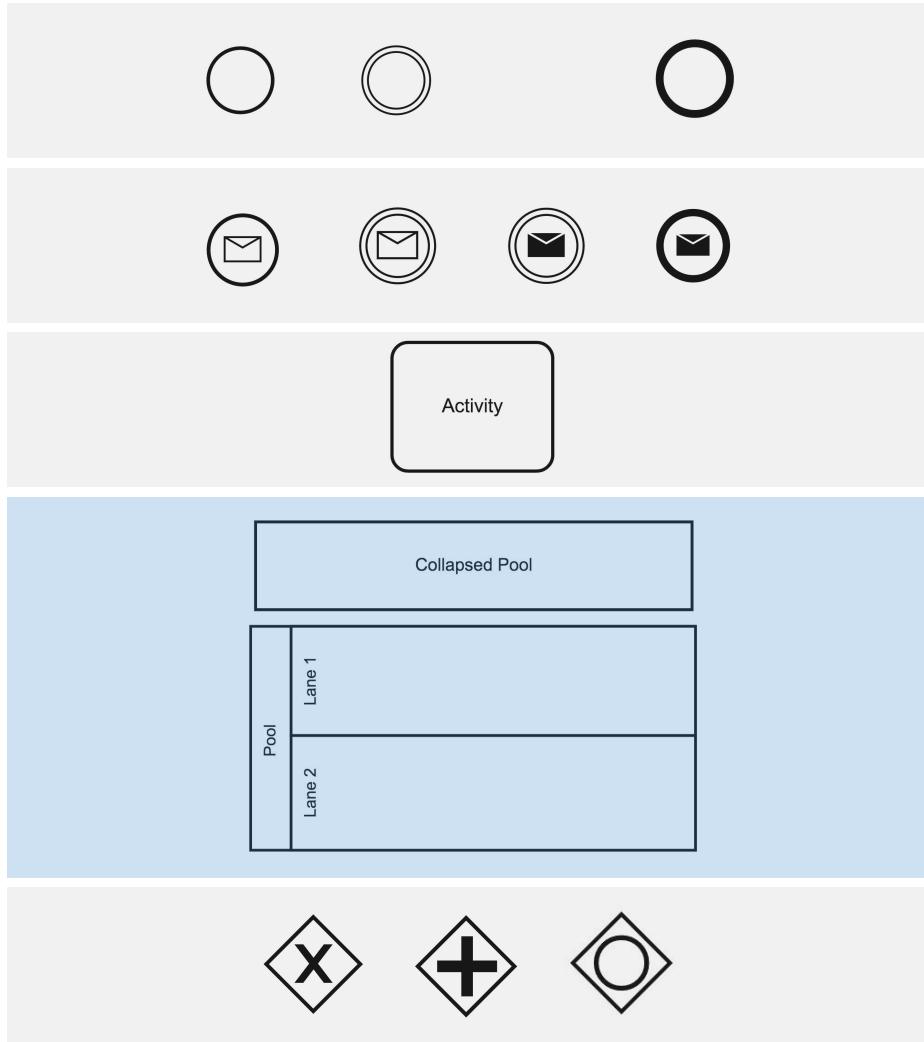
# BPMN Toolkit



Message Event



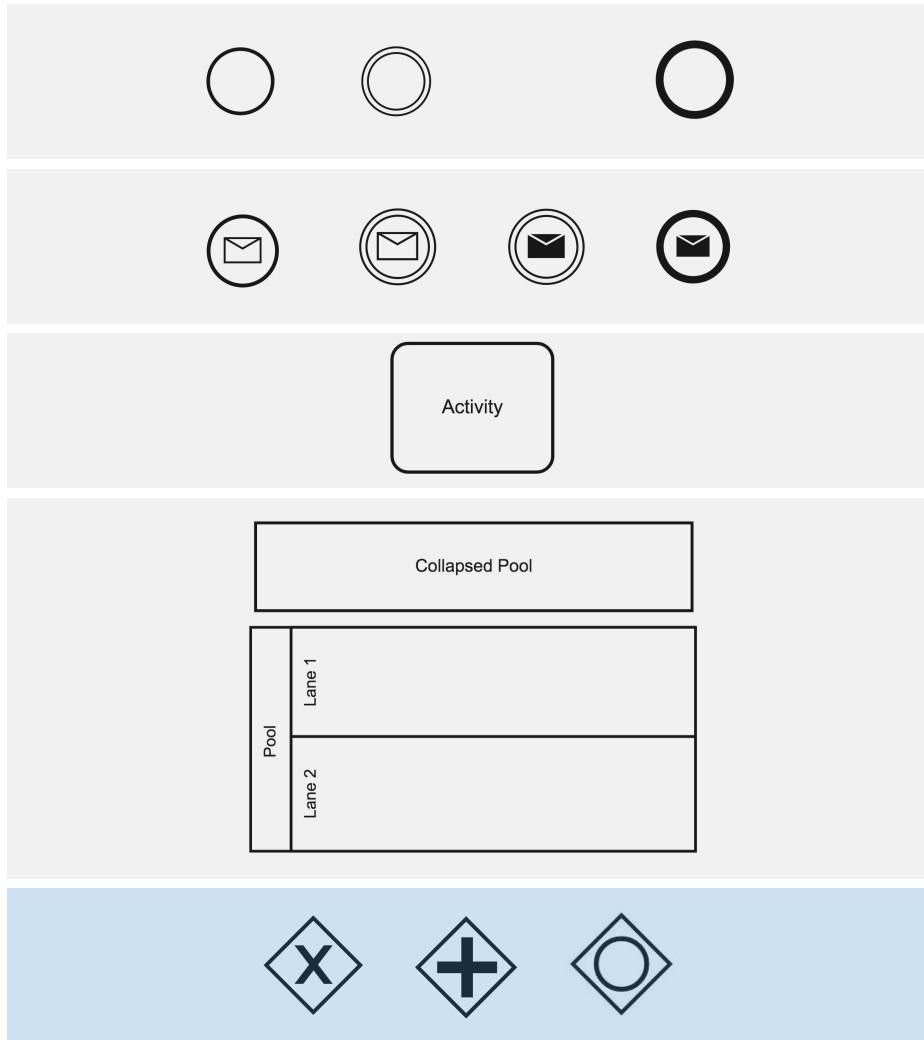
# BPMN Toolkit



Collapsed Pool



# BPMN Toolkit



Inclusive Gateway



process camp

# Exercise





Susan is eager on further optimizing the customer experience.

process camp

Susan is still keen on further optimizing the customer experience! Therefore, she chats with her boss and tells him that **she wants to develop a new process** that works like this:

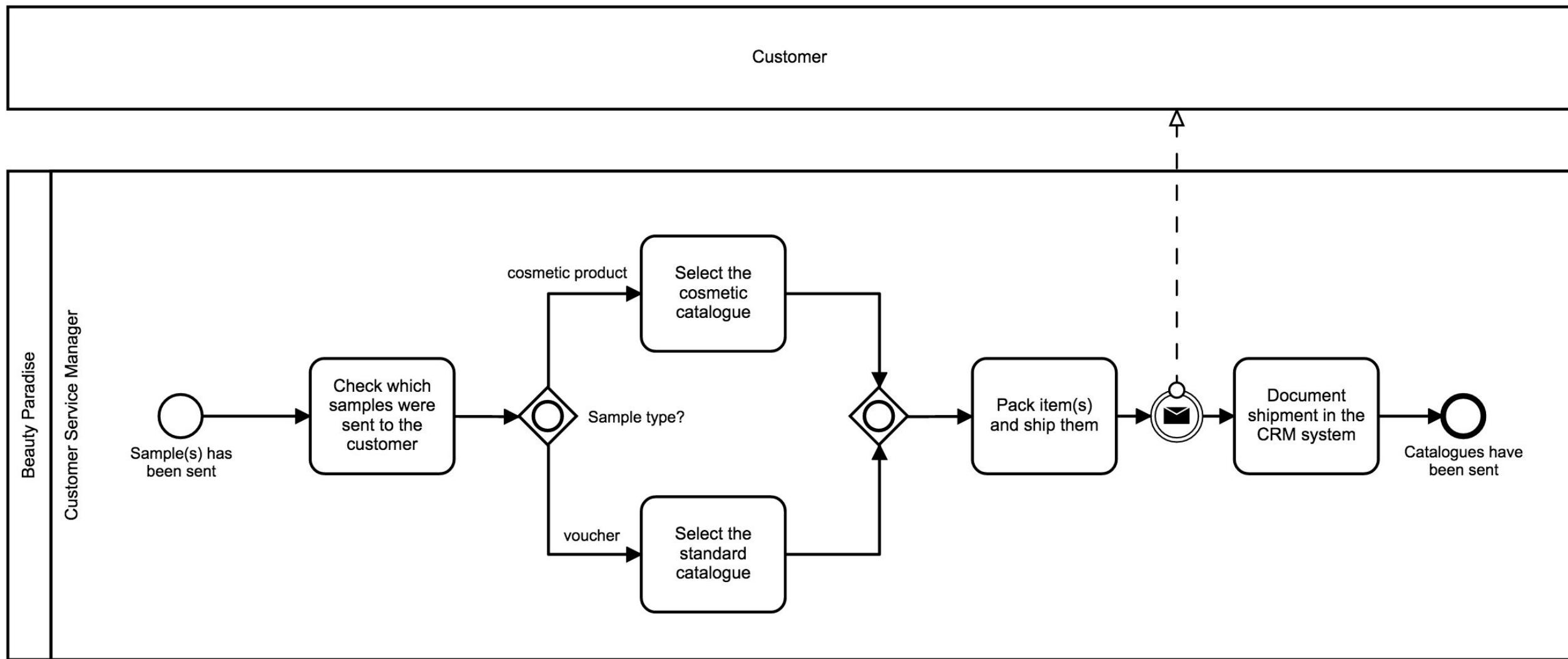
*After the sample has been sent, I will dispatch a product catalogue to the customer. We have only 2 product catalogues. I will check which samples I've sent to the customer. If he or she got a cosmetic product, I'll send our cosmetic catalogue. If he or she got a voucher, I'll send our standard catalogue. If he or she received both, I'll send both catalogues. After that, I'll document the catalogue shipment in our CRM system.*

Your job now is to **map this new process** so Susan can effectively communicate the procedure with her team.

Find BPMN Modeling tool and Token Simulator  
here: [processcamp.io/profile/links](https://processcamp.io/profile/links)

If you have questions or get stuck, drop me  
a line at [fabian@processcamp.io](mailto:fabian@processcamp.io)

Pause the video now!



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