***Level 6 : Message exchange***

**///** The following examples using the “participant” keyword are useful for writing individual user stories by the participants, instead of taking notes by the business analyst during sessions with multiple persons

**/// Activities**: Write the name of each activity in a new line

**/// Instances:** Separate different instances by an empty line

**///** **Roles**: use the name of the role followed by “:” followed by the activities performed by the role OR use the keyword “participant” followed by the name of the role and in new line the activities performed by the role

**/// Avoid repetition:** Use the “...” followed/preceded by the last common activity between the traces to avoid repetition of sequences of activities that have already been stated

**/// Lack of knowledge:** Use the “...” followed by the last activity before the handover to state the lack of knowledge of what happens before in the process, or the “...” at the end of the trace to show that you do not know how the trace ends

/// **Message exchange:** the message flow is drawn between the two activities sharing the same object, one starting with the keyword “Send” and the other one with the keyword “Receive”

**Two lanes with no return message**

participant Employee

Fill in the form

Mark the bills

Scan the bills

Send the dossier

participant Department Head

Receive the dossier

Check the costs

Check the description

Reject the request

...

Check the description

Accept the request

**Two lanes with return message**

participant Employee

Fill in the form

Mark the bills

Scan the bills

Send the dossier

Receive decision

participant Department Head

Receive the dossier

Check the costs

Check the description

Reject the request

Send decision

...

Check the description

Accept the request

Send decision

**Two lanes with return messages based on event**

Employee: Fill in the form

Mark the bills

Scan the bills

Send the dossier

Receive decision

...

Receive decision

Receive reimbursement

Head: Receive the dossier

Check the costs

Check the description

Reject the request

Send decision

...

Check the description

Accept the request

Send decision

Finance: Send decision

Check reimbursability

Accept payment

Send reimbursement

...

Check reimbursability

Reject payment

Send rejection