Hochschule
für Technik
Stuttgart

Business Process Technologies

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Sheet 4: BPMN 3 – Additional Diagram Types

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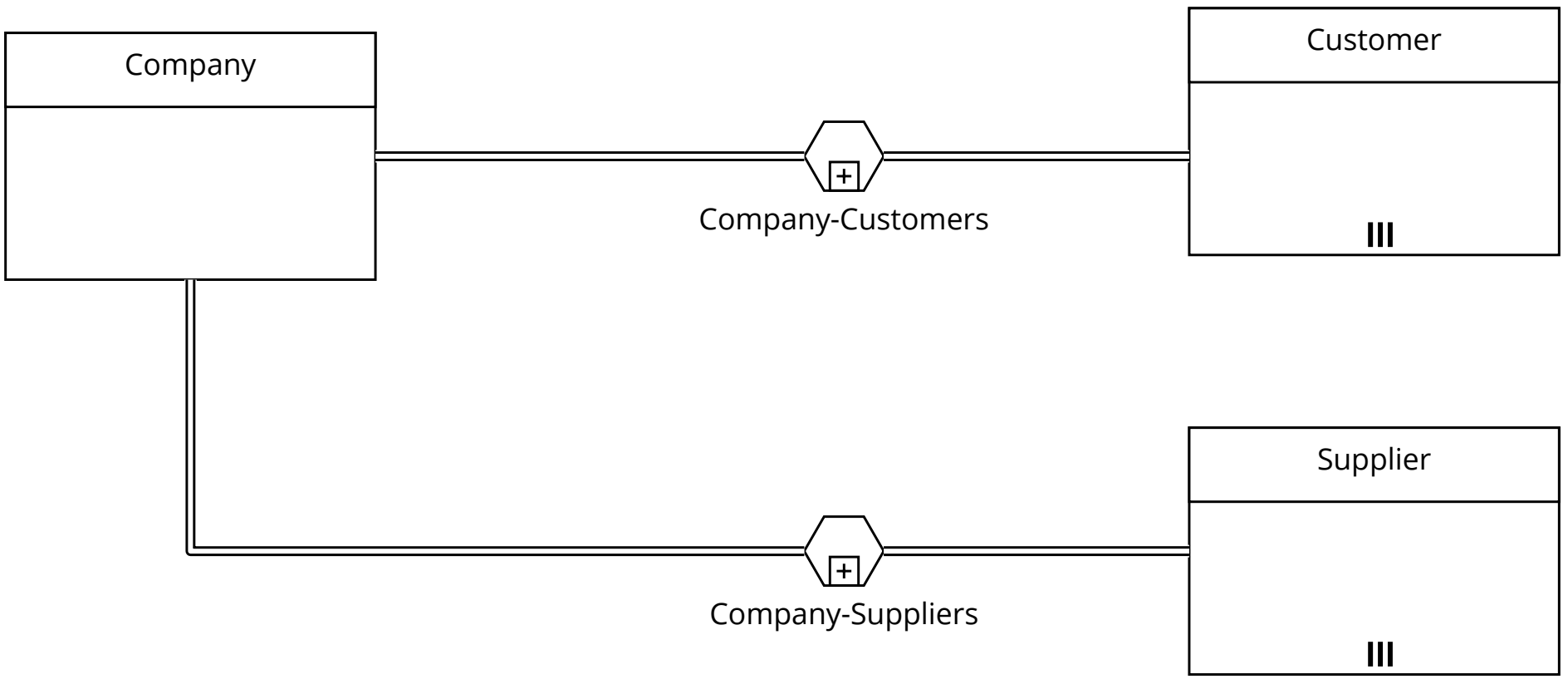
1. **Conversation diagrams**
2. **Choreography diagrams**

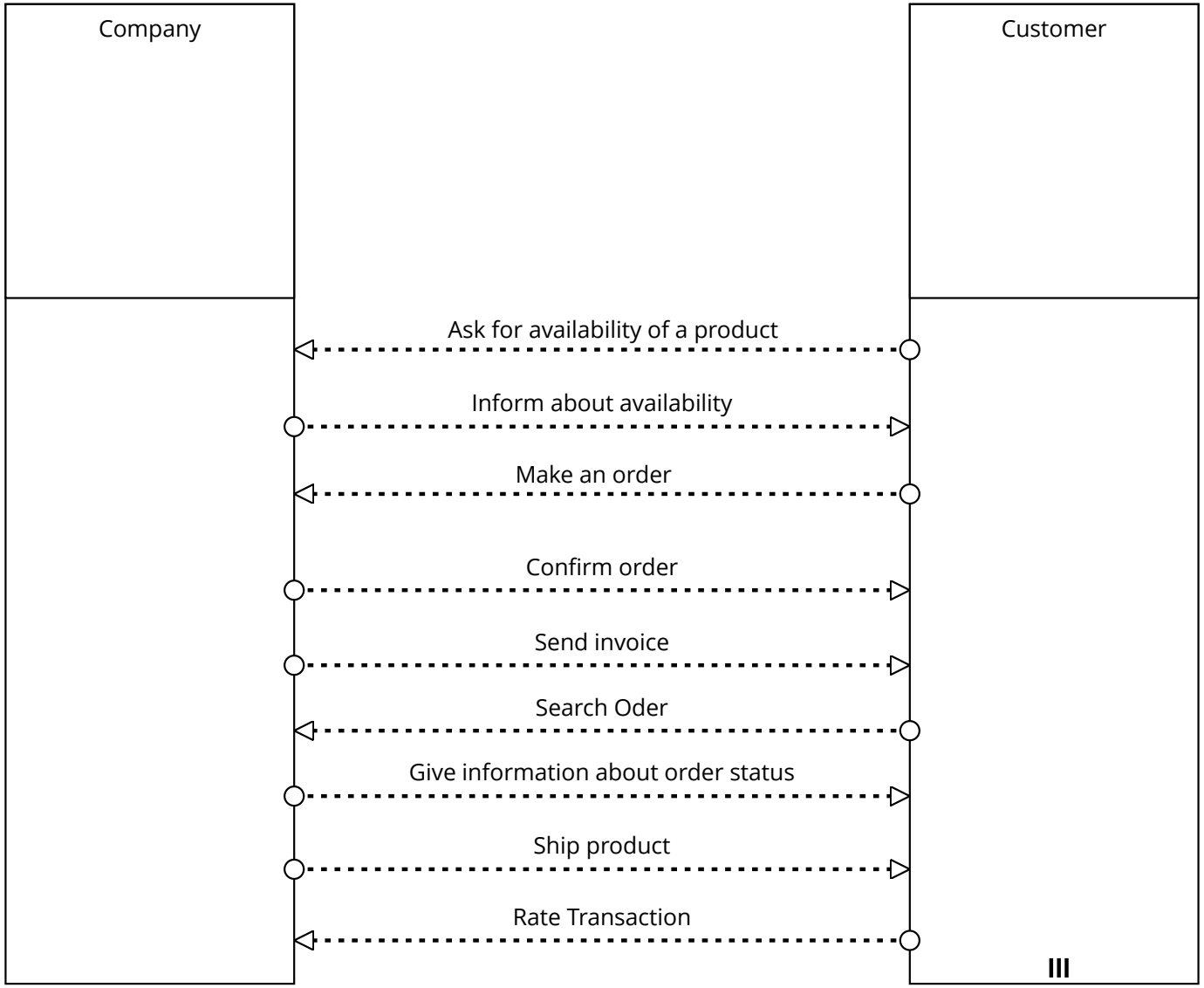
As-Is-Process

A company offers instant service for computer problems for business users. When a user in a company has a problem, they call a hotline number. There an IT specialist tries to solve the problem on the phone (for no cost). If it's not possible to solve the problem on the phone, he/she makes a note on a paper and forwards it to the dispatcher who calls a service technician to visit the customer. In most cases he has to contact multiple service technicians since they are occupied at a customer.

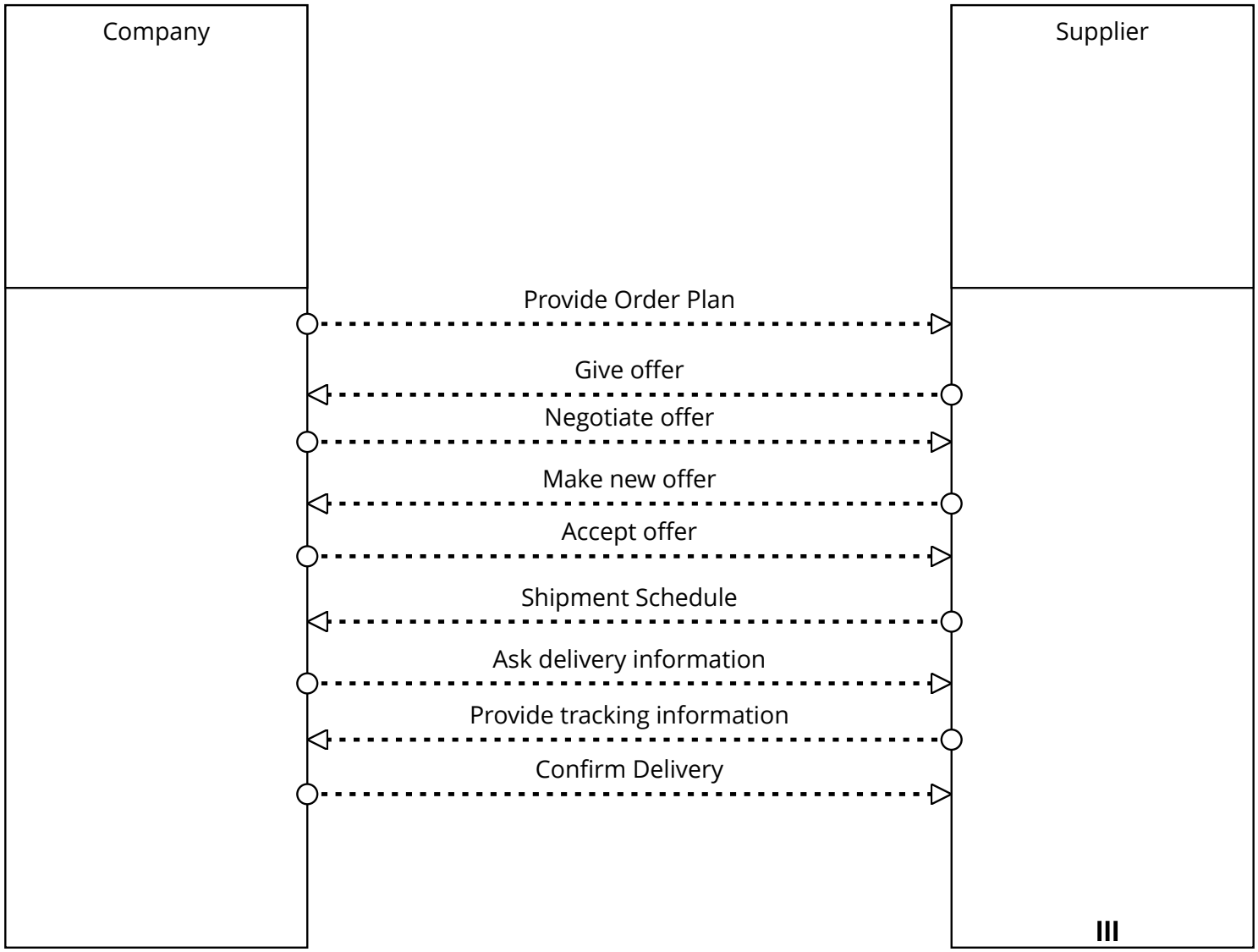
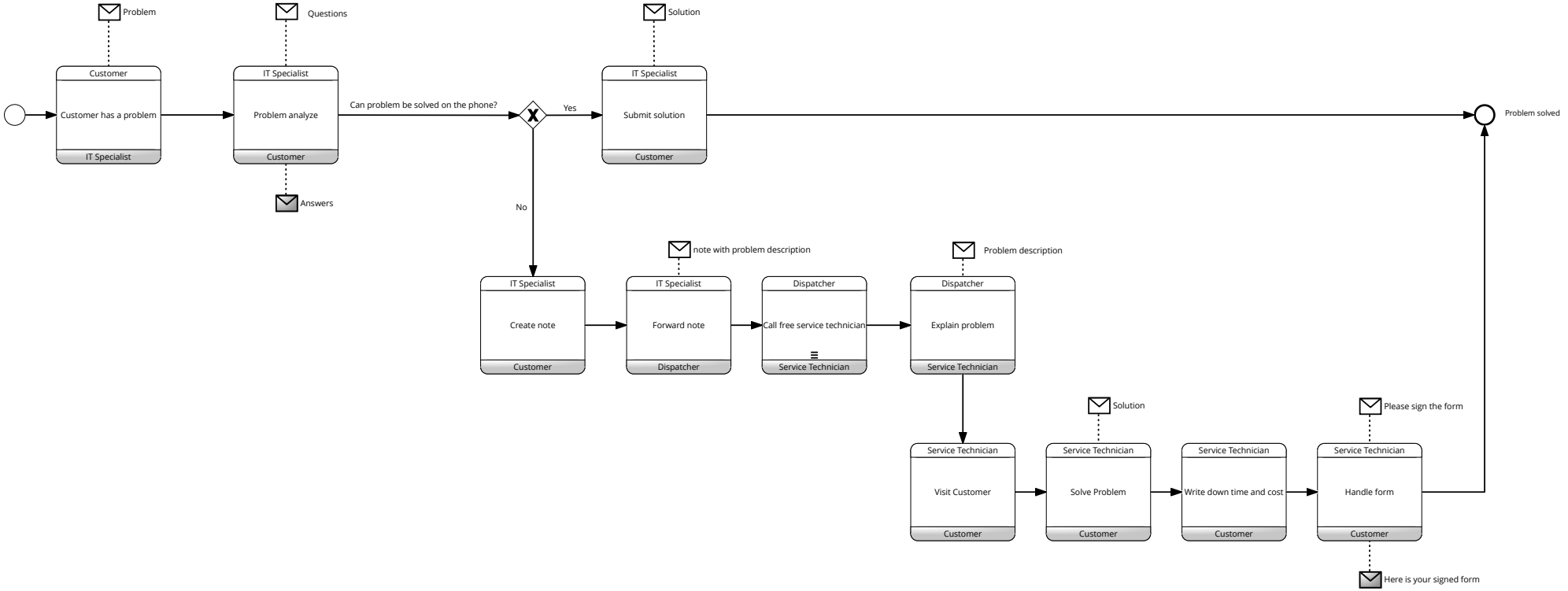
Conversation_Diagram



Company-Customers



Company-Suppliers



Choreography_Diagram