



## How to Draw BPMN Conversation Diagram?

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### What is a BPMN Conversation Diagram?

A BPMN (Business Process Model and Notation) Conversation Diagram is a graphical representation of the interactions and messages exchanged between two or more participants in a business process. It is a type of flowchart that illustrates the sequence of activities and the flow of information between different participants, processes, and external entities.

In a BPMN Conversation Diagram, each participant is represented by a swimlane or a column, while the messages exchanged between them are represented by conversation nodes. Conversation nodes can be of two types: sending (represented by an open circle) and receiving (represented by a closed circle).

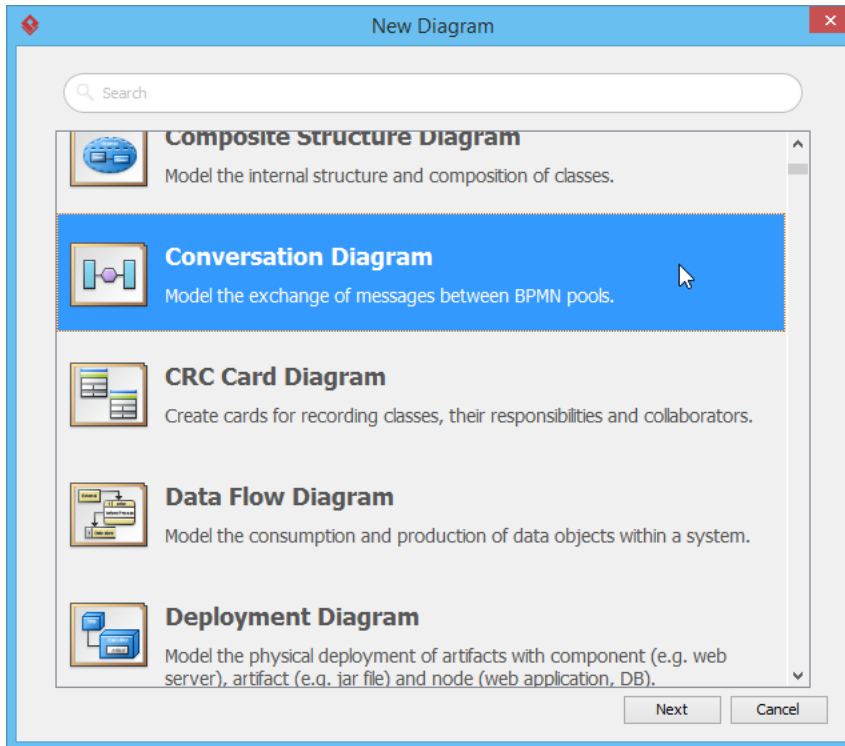
The conversation nodes are connected by sequence flows (solid lines with arrows) or message flows (dotted lines with arrows), which represent the order of activities and the flow of information between participants.

BPMN Conversation Diagrams are useful for modeling complex business processes that involve multiple participants, as they provide a clear and concise overview of their interactions. They can also be used to identify potential bottlenecks, inefficiencies, and errors in the process, and to optimize and streamline it for better performance.

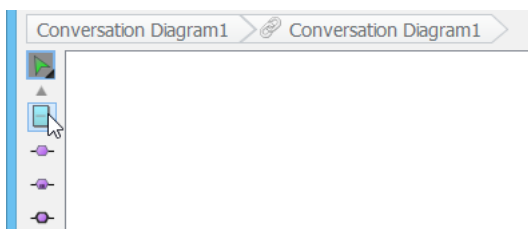
### Drawing a BPMN Conversation Diagram

1. Create a new project by selecting **Project > New** from the application toolbar. In the **New Project** window, enter *Logistic System* as the project name and click **Create Blank Project**.

2. Create a conversation diagram by selecting **Diagram > New** from the application toolbar. In the **New Diagram** window, select **Conversation Diagram** and click **Next**.



3. Leave the diagram name unchanged and click **OK** to create the diagram.
4. Let's start by creating a participant. Select **Participant** from the diagram toolbar.



5. Click on the diagram to create a participant. Enter *Retailer* as the name and press **Enter** to confirm.



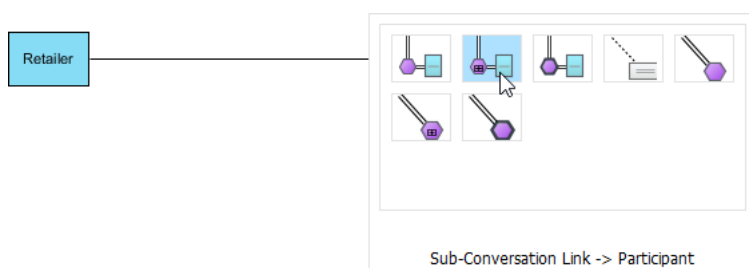
6. Move the mouse pointer over the *Retailer* participant.



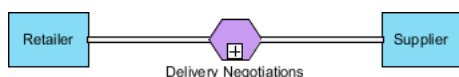
7. Press and drag the **Resource Catalog** icon (at the top right of the shape) to an empty space on the diagram.



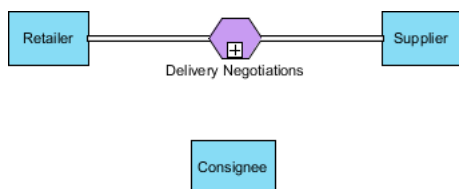
8. Release the mouse button and select **Sub-Conversation Link -> Participant** from the Resource Catalog to create a new participant.



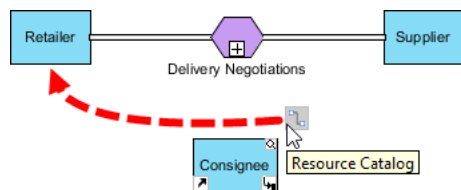
9. Enter *Supplier* as the name of the new participant and press **Enter**. Then, enter *Delivery Negotiations* as the name of the sub-conversation (the purple shape in the middle) and press **Enter** again.



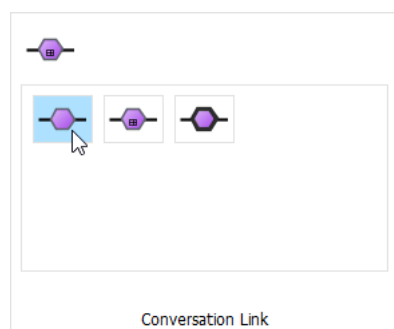
10. Select **Participant** from the diagram toolbar again and click below the *Delivery Negotiations* sub-conversation to create another participant. Name it *Consignee*.



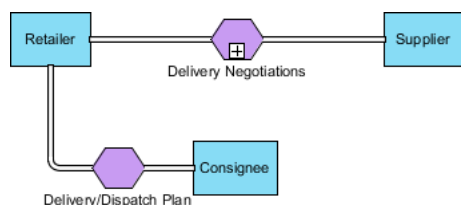
11. Move the mouse pointer over the *Consignee* participant. Press and drag the **Resource Catalog** icon to the *Retailer* participant to create a link between them.



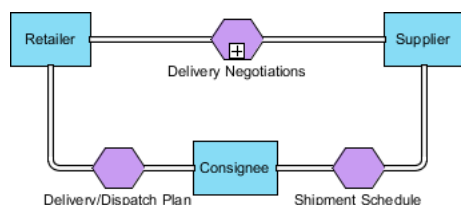
12. Select **Conversation Link** from the Resource Catalog.



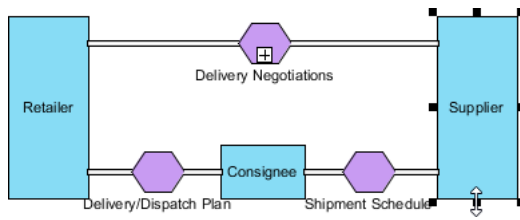
13. Enter *Delivery/Dispatch Plan* as the name of the conversation link and press **Enter**. If the new shape overlaps with others, drag it to a different position to tidy up the diagram.



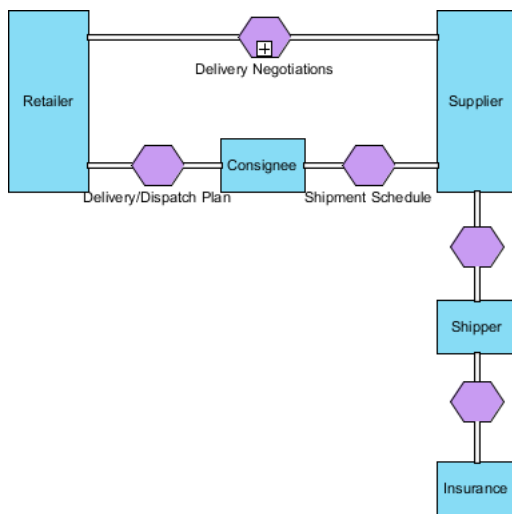
14. Repeat the previous steps to create a conversation link between *Consignee* and *Supplier*. Name this communication *Shipment Schedule*.



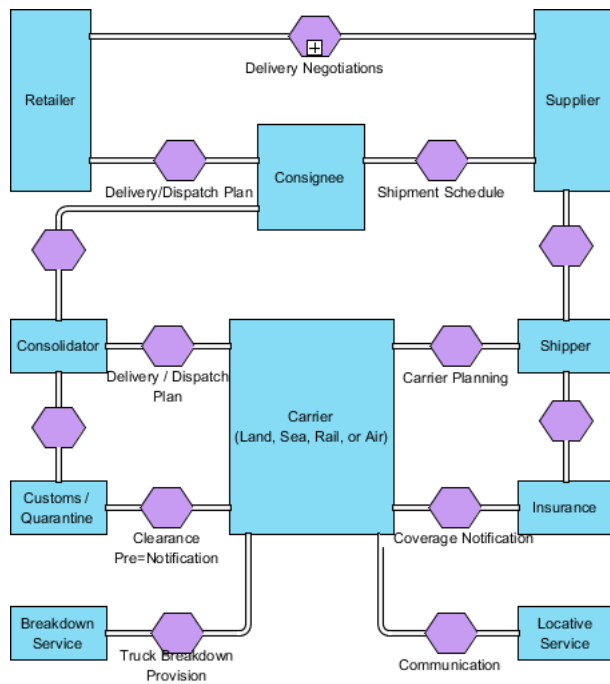
15. Resize the *Retailer* and *Supplier* participants to make them taller.



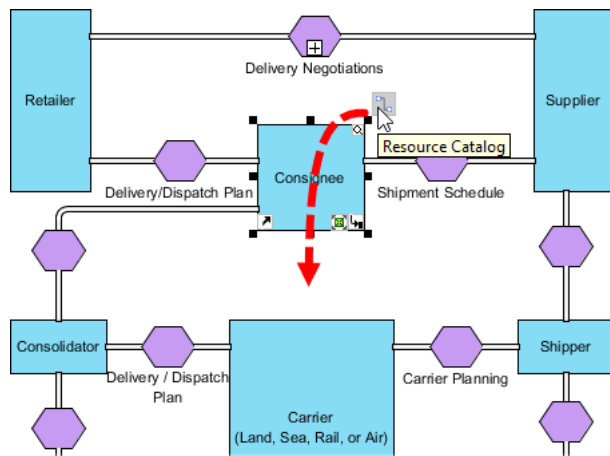
16. Use the Resource Catalog to create a new participant named *Shipper* from the *Supplier* participant, with a conversation link in between. Then, create another participant named *Insurance* from the *Shipper* participant.



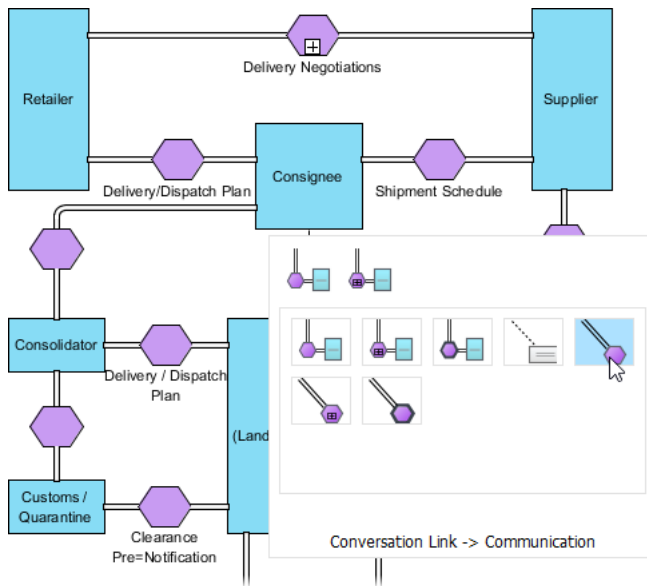
17. Continue drawing the conversation diagram until it looks like the one below. You can use the techniques you have learned so far. Note that you can add a line break when naming a shape by pressing **Alt + Enter**.



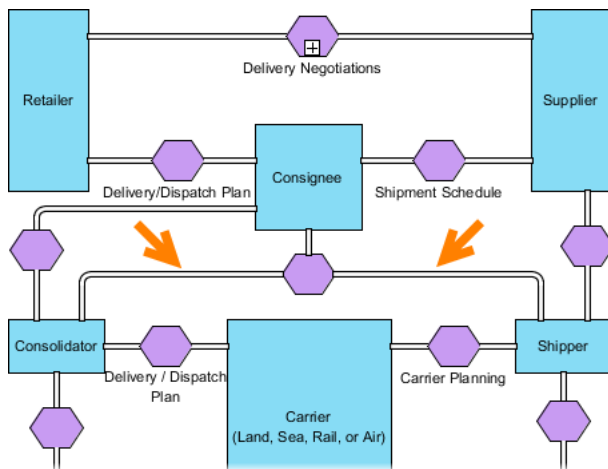
18. Move the mouse pointer over the *Consignee* participant. Press and drag the **Resource Catalog** icon to the empty space below the participant.



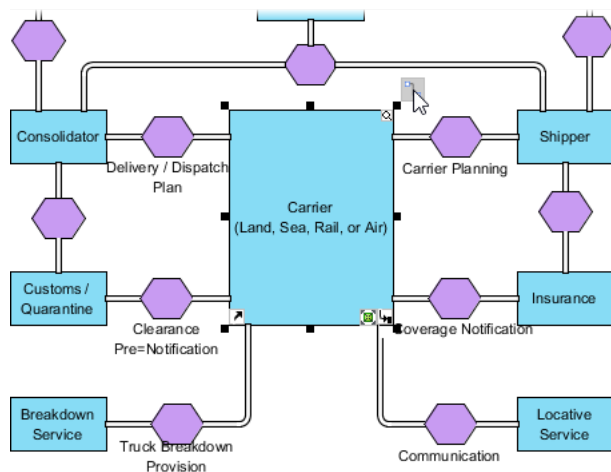
19. Release the mouse button and select **Conversation Link -> Communication** from the Resource Catalog.



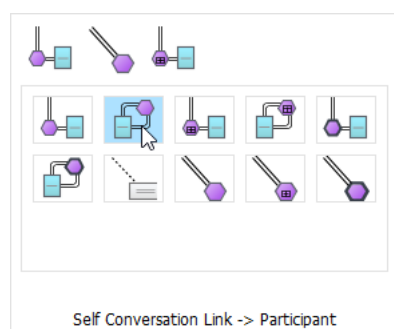
20. Connect the newly created communication, the *Consolidator* participant, and the *Shipper* participant with a conversation link using the Resource Catalog.



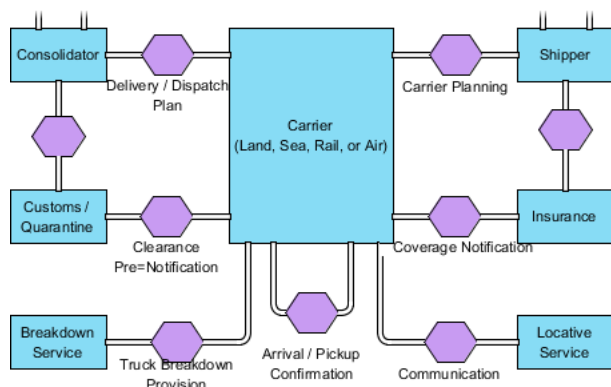
21. Move the mouse pointer over the *Carrier (Land, Sea, Rail, or Air)* participant. Click on the **Resource Catalog** icon (don't drag it this time).



22. Select **Self Conversation Link -> Participant** from the Resource Catalog.

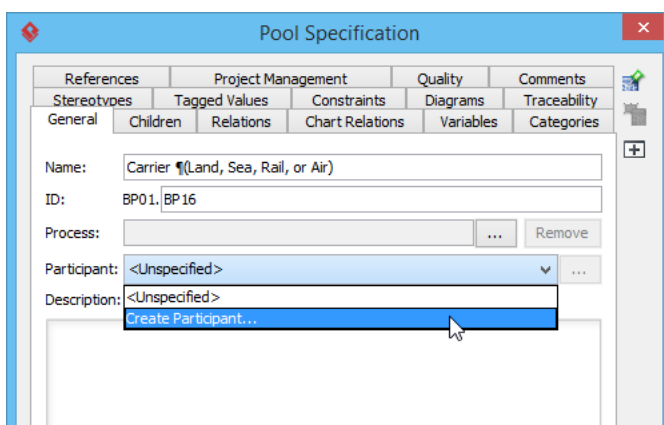


23. Enter *Arrival / Pickup Confirmation* as the name of the communication and press **Enter** to confirm.

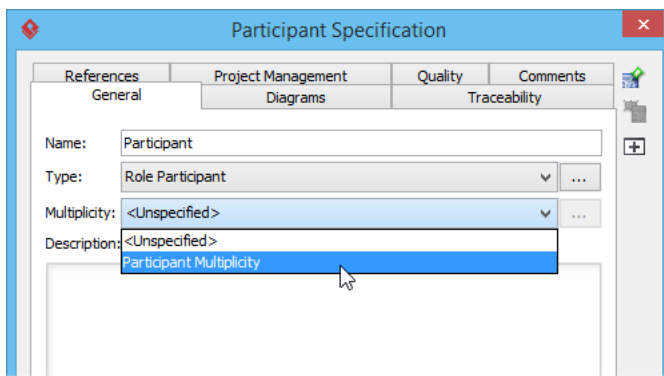


24. Nearly done. Right-click on the *Carrier (Land, Sea, Rail, or Air)* participant and select **Open Specification...** from the popup menu.

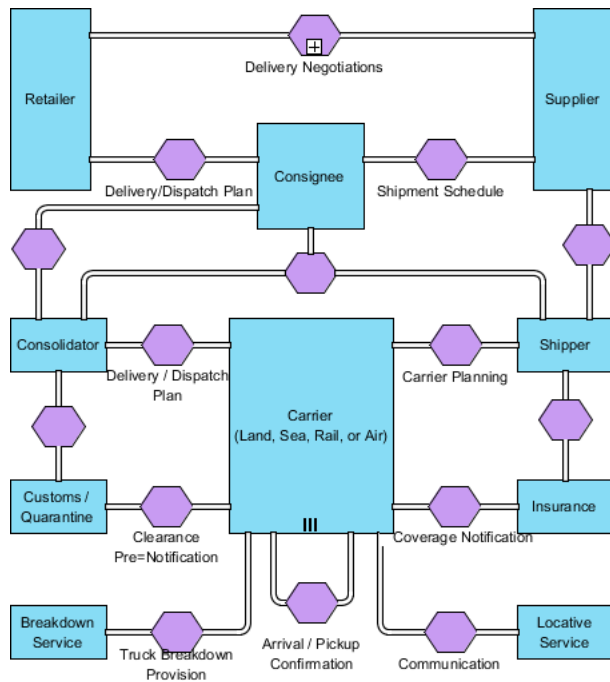
25. Click on the drop-down menu for **Participant** and select **Create Participant....**



26. In the **Participant Specification** window, select **Participant Multiplicity** as **Multiplicity** and click **OK** to confirm.



27. Click **OK** to close the **Pool Specification** window and return to the diagram. Your final diagram should look like this:



#### Related Links

- [Introduction to BPMN](#)
- [How to Define Working Procedures for Business Tasks](#)



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