

# Analytical Process Modeling Example - Activities

This study card represents a simplified BPMN 2.0 collaboration diagram with a focus on the use of different types of activities. The diagram consists of two participants (Pools): a customer and a help-desk center, with the focus on the latter. The collaboration between participants starts with the customer's "Help desk call" and finishes with a "case is closed" end event. Within the help-desk process, different types of tasks and sub-processes are performed by humans or IT systems.



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