Here's a clear description of the computer repair process using everyday language:

Step-by-step flow:

1. The process begins when you **Bring in Defective Computer**

2. Next, the technician must **Prepare Repair Cost Calculation**

3. Then you **Receive Repair Cost Calculation**

   - *At this point, there's an exclusive choice:*

   Either:

   a) **Take Computer Home** (ending the process immediately)

   Or:

   b) **Continue Process** to start repairs

If you continue:

4. The technician **Start Repairing Computer**

5. *Two tasks happen at the same time:*

   - **check and Configure Software** (software fixes)

   - **Check and Repair Hardware** (physical repairs)

6. *Only when both tasks above finish:* **Finish Repairing Computer**

7. Then they **Test System Functionality**

   - *If problems remain:* The process loops back to **Start Repairing Computer** (repeat steps 4-7)

   - *If working properly:* Proceed to close the ticket

8. Finally, **Close Ticket** ends the process

Special notes:

- The silent transitions (invisible steps) create two important paths after testing:

  - One path lets you loop back for more repairs if needed

  - The other path lets you finish the process

- The parallel repair tasks (software+hardware) must both complete before finishing repairs