The process begins when the customer **Brings in Defective Computer**.

Next, the technician **Prepares Repair Cost Calculation**, which leads to the customer **Receiving Repair Cost Calculation**. At this point, the customer has two exclusive choices:
1. **Take Computer Home** (ending the process immediately via a silent transition).
2. **Continue Process** to start repairs.

If the customer continues, the technician **Starts Repairing Computer**, which splits into **two parallel tasks**:
- **Check and Repair Hardware** (physical repairs).
- **Check and Configure Software** (software setup).

Both tasks must finish. Once done, the technician **Finishes Repairing Computer**, then **Tests System Functionality**.

After testing, there are two silent paths:
1. If the test passes, a silent transition leads to **Closing the Ticket**, ending the process.
2. If issues remain, a silent transition loops back to **Start Repairing Computer** (repeating repairs and configuration).

The process ends when the ticket is **Closed**.

Key points:
- The customer decides to take the computer home **or** proceed with repairs (exclusive choice).
- Hardware and software work happen **simultaneously**.
- Testing may loop repairs until successful (loop).
- Silent transitions handle the "invisible" steps after decisions.