

Process Description:

The process starts with two exclusive options at the beginning:

1. **Instant Solve** is performed,
then **Direct Report** is executed,
and the process ends.

Or

2. **Log Ticket** is performed,
then one of two exclusive branches is chosen:

- **Send to Tech Department**,
then **Tech Investigate**,
then **Tech Fix**.
- **Send to Billing Department**,
then another exclusive choice occurs:
 - **Escalate to Tech**,
then **Tech Fix**.
 - **Billing Check**,
then **Billing Fix**.

Regardless of the path taken (via *Tech Fix* or *Billing Fix*),
the process continues to **Close Ticket**,
and then ends.

Key Relationships:

- **Simultaneous steps:** None (all steps occur sequentially).
- **Exclusive choices:**
 - Start: *Instant Solve* vs. *Log Ticket*.
 - After *Log Ticket*: *Send to Tech Department* vs. *Send to Billing Department*.
 - After *Send to Billing Department*: *Escalate to Tech* vs. *Billing Check*.
- **Sequential order:** Steps within each path always occur one after another.
- **Loops:** None.
- **Convergence:** All paths (via *Tech Fix* or *Billing Fix*) merge before *Close Ticket*.

All activities are included exactly as named. The process ends after *Close Ticket* or *Direct Report*.