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*.