

Here's a clear description of the workflow using the exact activity names:

1. **Start at "Log Ticket" or "Instant Solve":**

The process begins at n6. From here, you have two exclusive choices:

- Perform **"Log Ticket"** to move to n7, *or*
- Perform **"Instant Solve"** to move to n9.

2. **If "Log Ticket" was chosen:**

- Next, at n7, you have another exclusive choice:
 - Perform **"Send to Tech Department"** to move to n2, *or*
 - Perform **"Send to Billing Department"** to move to n3.

- **If sent to Tech (n2):**

- Perform **"Tech Investigate"** to move to n5.
- Then, perform **"Tech Fix"** to move to n1.
- Finally, perform **"Close Ticket"** to reach the end (n4).

- **If sent to Billing (n3):**

- At n3, you have two exclusive choices:
 - Perform **"Escalate to Tech"** to move to n5, *or*
 - Perform **"Billing Check"** to move to n8.

- **If escalated (n5):**

- Perform **"Tech Fix"** to move to n1.
- Then, **"Close Ticket"** to end (n4).

- **If billing checked (n8):**

- Perform **"Billing Fix"** to move to n1.
- Then, **"Close Ticket"** to end (n4).

3. **If "Instant Solve" was chosen (from n6):**

- Perform **"Instant Solve"** to move to n9.
- Then, perform **"Direct Report"** to reach the end (n4).

Key observations:

- **"Instant Solve"** bypasses all other steps and ends directly via **"Direct Report"**.
- Fixes (**"Tech Fix"** or **"Billing Fix"**) always lead to **"Close Ticket"**.
- The process ends only at n4 (**"Close Ticket"** or **"Direct Report"**).
- All paths converge to the final step (n4).
- No steps occur simultaneously; every choice is exclusive.