Based on the provided Petri net, here's a clear description of the workflow using everyday language:

The process begins with either **Log Ticket** or **Instant Solve**: - If **Instant Solve** is performed, then separately **Direct Report** is performed, and the process ends. - If **Log Ticket** is performed, then next the ticket is sent to either: - **Send to Tech Department**, which leads to **Tech Investigate**, then **Tech Fix**;
or
- **Send to Billing Department**, which leads to one of two exclusive paths:
- **Escalate to Tech**, then **Tech Fix**;
or
- **Billing Check**, then **Billing Fix**.

After **Tech Fix** or **Billing Fix** is completed, **Close Ticket** is performed, and the process ends.

No steps occur simultaneously—all branching represents exclusive choices, and there are no loops. Every activity is included exactly as named in the specification.