Here’s a straightforward description of the process:

1. **Start**: The process begins when you **"Bring in Defective Computer"**.
   - Next, you **"Prepare Repair Cost Calculation"**.
   - After preparing the calculation, you **"Receive Repair Cost Calculation"**.

2. **Decision point**:
   - Now you have two exclusive options:
     - **Either "Take Computer Home"** (ending the process immediately by closing the ticket),
     - **Or "Continue Process"** to start repairs.

3. **Repair phase (parallel work)**:
   - If you continue, you **"Start Repairing Computer"**, which splits into **two tasks happening at the same time**:
     - **"Check and Repair Hardware"** (hardware fixes),
     - **"check and Configure Software"** (software setup).
   - Both tasks must finish before moving to **"Finish Repairing Computer"**.

4. **Testing and loop**:
   - After finishing repairs, you **"Test System Functionality"**.
     - If testing fails, the process loops back silently to **"Start Repairing Computer"** (repeating repairs).
     - If testing succeeds, the process moves silently to **"Close Ticket"**, ending the process.

5. **End**: Closing the ticket completes the workflow.

**Key notes**:
- The steps **"Take Computer Home"** and **"Continue Process"** are mutually exclusive (only one happens).
- Hardware and software repairs occur **simultaneously** but must both finish before testing.
- Testing creates a **loop** if repairs need rework.
- Silent transitions handle routing (e.g., looping back or closing the ticket).

All activities are included, and the flow starts at "Bring in Defective Computer" and ends at "Close Ticket".