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.