Ticketing process

Serve customer ticket

Support engineer

Support engineer

Assign ticket to self

Consult knowledge base

Does knowledge base contain a solution?

Yes

No

Request developer help

Compose a new KB article

This parallelism is not needed.
I would recommend not to use it in this case

Link to KB article sent

Ticketing system

Ticketing system

Ticket received

Process the ticket

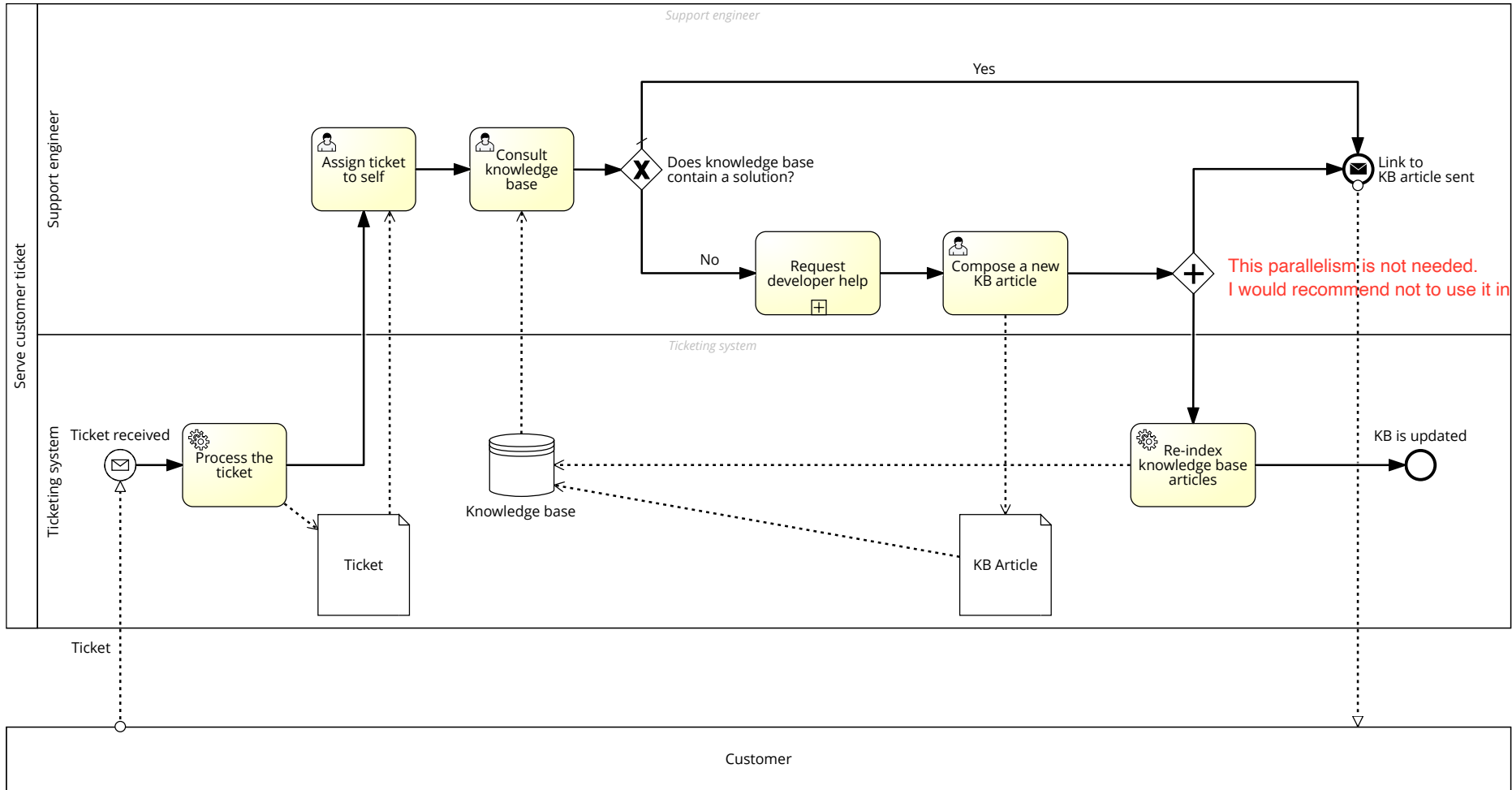Ticket

Knowledge base

KB Article

Re-index knowledge base articles

KB is updated

Customer

Ticket

-1 Missing description

Result: 7