

## ***ISSG Newsletter***

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### **INTRODUCTION**

The International Support/Service Group plans to publish a service newsletter on a bi-monthly basis. The purpose of this newsletter is to keep our dealers informed of new ISSG policies and procedures or of any changes to existing policies and procedures. The information in this newsletter will be directed specifically toward Alpha Micro Dealers. We would also like to take this opportunity to acquaint you with our personnel, their functions, and any technical information that we feel will be useful and of interest. We would like to ask you for

your inputs regarding material presented in this newsletter, and we would like to receive any questions you would like to see answered. If you have developed interesting or unusual applications using our product, we would be happy to publish them in the newsletter. ISSG does reserve the right to publish only material that we feel would be of general interest to our readers. Please send any inputs to: Alpha Micro Publications, 17881 Skypark North, P.O. Box 18347, Irvine, California 92714.

### **INTRODUCING ISSG**

The purpose of the International Support/Service Group of Alpha Micro is to support and provide needed services to our dealers. This group consists of three sections: Customer Service, Technical Services, and Factory Service. The section of ISSG with which you will have the most contact will be Customer Service. The Supervisor of this area ensures that the entire service operation runs smoothly and efficiently through a coordination of effort with the three sections of ISSG and other departments within the company. Special projects and problems, and the establishment of new policies or policy changes are the responsibility of the Customer Service Supervisor. We have three Customer Service Representatives who interface with customers on a daily basis issuing Return Authorization Numbers for incoming equipment, making sure that equipment is processed as quickly as possible, and directing dealers to people who can answer their specific questions. Spare parts are handled through a Spare Parts Coordinator who will take orders for and answer any questions about these parts.

The Technical Services section of ISSG consists of Applications, Field Service, Training and

Publications. The Applications' group also does a great deal of interfacing with our dealers. If you have a technical question, then these are the people to contact; they can be reached directly by dialing (714) 957-0392. Presently, we have three Applications' people with extensive hardware and software backgrounds. Complementing this group, are our Field Service Engineers. If you have a problem that cannot be solved over the phone, then on-site assistance is available from this group.

The Training group offers Hardware and Software classes, are responsible for developing and teaching the classes, and will answer questions pertaining to classes, hardware or software. Working in conjunction with Training is Publications. This area of ISSG is responsible for developing Training Manuals, generating Hardware Manuals and coordinating Software Manuals.

Last, but certainly not least, is the Factory Service area. If a board needs to be repaired at Alpha Micro, it is taken care of by this group. A returned board is logged in, repaired as quickly as possible by one of our Factory Service

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