



Government Contact Services Community of Practice
-- *Synergy for Customer Contact Service Excellence in Government* --

April, 2011

Please share this free monthly with others who serve Government's customers, and [visit us](#)

We're also on Twitter: @CgovCoP and Facebook: Cgov

Your news and feedback are always welcome at Daryl.L.Covey@noaa.gov

Items must be received by the 25th of the month to be considered for the next issue.

If you've received this in error, simply reply with "Unsubscribe"

Happy National 9-1-1 Education Month

****NEWS****

See You @ [GCS'11](#)

The tenth annual *Government Customer Support* program opens on Thursday, April 14th at 8:30 am with our traditional presentation of the colors by the Military District of Washington's Combined Color Guard. After lunch, we will recognize this year's finalists and present the tenth annual Government Customer Support Excellence Awards. The first day will close with a reception celebrating ten years of recognizing excellence and building professional bridges in our community of practice. Afterward an informal dinner networking group will depart from the lobby of the Hilton for all who wish to join us. I hope you can be a part of this special time of learning, sharing, and networking in beautiful Old Town Alexandria!

****INFORMATION****

[Tweet-ups](#)

[Response Profiles](#)

[Disaster Communication](#)

[Parsing Across Channels](#)

[Voice-To-Twitter](#)

[Texting 911](#)

****RESOURCES****

[The Global Digital Divide](#)

[Cloud Licensing](#)

[Social Media & Compliance](#)

[ePrivacy](#)

[Data Disposal](#)

****EXAMPLES****

[Celebrating Customer Service Week](#)

[Interactive Multimedia County Web Site](#)

****OPPORTUNITIES****

Hiring

A call center and customer service subject matter expert in the DC area with both public and private sector experience is seeking a position. If you have one, contact me and I'll be glad to put you in touch!

eSeminars

[Employee Retention](#)

April 5

[Whole Call Analytics](#)

Award Nominations

[Texas IT Professionals](#)

Closes April 6

****EVENTS****

Virtual Contact Center Conference

April 11-13

Free!

Government Customer Support

Alexandria, VA; April 14-15

Customer Relationship

Las Vegas, May 1-4

Customer Service for Government

Washington, May 3-6

Government Contact Center Employees

Hampton, VA; May 10-12

Customer Contact Point

Sydney, May 16-18

Internal Communications

Washington, May 23-26

****GOOD READING****

The Mandate for Responsive Government Services

Organizational Adaptability

This downloads a little slow but is worth the wait.

Check out the case studies in [Appendix A](#)

****PARTING THOUGHT****

“If we want our brand to be about customer service,
then customer service needs to be the whole company,
not just a department.”

-- Tony Hsieh, Zappos CEO