



## Government Contact Services Community of Practice

-- Synergy for Customer Contact Service Excellence in Government --

August, 2011

Please share this free monthly with others who serve Government's customers, and visit us [here](#) or on Facebook at [Cgov](#)

Your news and feedback are always welcome at [Daryl.L.Covey@noaa.gov](mailto: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"

### **\*\*NEWS\*\***

#### [First G3C Conference](#)

The Government Contact Center Council will present their first conference in Washington on September 22 for government employees at federal, state, and local levels.

Registration and conference details are [here](#).

#### [Fed Web Update](#)

### **\*\*INFORMATION\*\***

#### [Federal Web Accessibility](#)

#### [Mobile Camera Access](#)

#### [Web Title Tags](#)

#### [Smart Phone Usage](#)

#### [City Domain Names](#)

### **\*\*RESOURCES\*\***

#### [Clear Written Communications](#)

#### [Software Security](#)

#### [Dealing With The Media](#)

#### [Telework & Continuity](#)

#### [Facebook Marketing](#)

#### [Online Government](#)

**\*\*EXAMPLES\*\***

[Traffic Mitigation](#)

**\*\*OPPORTUNITIES\*\***

Free eLearning

[Contact Center Technology](#)

August 2

[Streamlining and Improving Service](#)

August 11

**\*\*EVENTS\*\***

[911 Public Education](#)

Fort Worth, August 1-2

[Geospatial Strategies](#)

Washington, August 4

[Call Center Optimization](#)

Boston, August 11

[Semantic Web Media](#)

New York, September 14

[Business Intelligence](#)

Phoenix, September 18-20

[Service Innovation](#)

Park City, September 19-21

[Social Media for Government](#)

Atlanta, September 19-22

[Consumer Affairs Professionals](#)

Mississauga, Ontario; September 22

[Government Contact Center Council](#)

Washington, September 22

[Cloud-Enabled Government](#)

Washington, September 22

*Free!*

[Service Management](#)

Washington, September 25-28

[Customer Insight](#)

Chicago, September 26-28

**\*\*GOOD READING\*\***

[Meaningful Metrics](#)

[Broadband Rights](#)

[Social Media and Disasters](#)

[Digital Avoidance](#)

**\*\*PARTING THOUGHT\*\***

The *best* practices for serving *your* customers don't come in a book, box or brochure. They result from focusing *your* creativity on the experience of *your* customers in the context of *your* support.