



Government Customer Contact Services Community of Practice

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

November, 2011

****NEWS****

Nominations Close Soon!

Nominations for the 2012 Government Customer Support Excellence Awards are open through **December 1st**.

The nomination process is *free* and guidelines are available from Daryl.L.Covey@noaa.gov .

****INFORMATION****

[Mobile Text to Audio](#)

****RESOURCES****

[Mobile Apps](#)

[Federal Cloud](#)

[Crowdsourcing](#)

[Congressional Web Sites](#)

****EXAMPLES****

[Partnering with Social Media](#)

[Crowdsourcing](#)

****OPPORTUNITIES****

Webinar

[Contact Center Disaster Readiness](#)

November 2

Thanks to DJ at City of Hampton for sharing!

Speaker Call

[IT Storage & Networking](#)

Closes November 7

Nominations

[Service to America](#)

Closes January 6

****EVENTS****

Citizen & Stakeholder Engagement

Washington, December 5-8

Government Customer Service

Washington, December 8

****GOOD READING****

Social Media Policy

Onboarding

****PARTING THOUGHT****

"You've got to start with the customer experience and work backwards to the technology."

-- Steve Jobs