



-- Synergy for Service in Today's Government --

## Government Customer Support Community Update

January, 2010

Please share this free monthly with others who serve Government's customers, and [visit us](#)  
Your news and comments are always welcome at [Daryl.L.Covey@noaa.gov](mailto:Daryl.L.Covey@noaa.gov)  
News items must be received by the 25th of each month to be considered for the next issue.

***Happy New Year!***

**\*\*NEWS\*\***

### **Networking @ GCS '10**

Our next [Government Customer Support Conference](#) program is set for April 19-22 in beautiful Alexandria, VA.

Details on this year's informal evening networking outings will follow here next month – stay tuned!

### **Thanks for Your Nominations!**

Finalists for the 2010 Government Customer Support Excellence Awards will be announced here next month.

**\*\*INFORMATION\*\***

[Mobile Interaction](#)

[Social Media and the Contact Center](#)

[Facebook Engagement](#)

[Web Searches](#)

[Speech Analytics](#)

[Creative Citizen Alerts](#)

**\*\*RESOURCES\*\***

[Twitter Guide](#)

[Root Cause Analysis](#)

[Web Site Performance](#)

[Emergency Calls On-Line](#)

[Social Media Techniques](#)

[Training Virtual Agents](#)

[Americans' Information Flow](#)

[State Refund Tracking](#)

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

**Speaker Calls**

[Gov 2.0](#)

Closes **January 6**

[Semantic Technology](#)

Closes **January 18**

**Award Nominations**

[Best of Texas IT](#)

Closes **January 7**

[Government Communicators](#)

Closes **January 8**

[Service to America](#)

Closes **January 29**

**Free Webinars**

Cloud Computing

January 17-28

Digital Vision

January 20

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

Social Media for Government

Edmonton, January 25-28

Incoming Call Management

Miami, February 1-3

Social Media for Government

Washington, February 8-11

Texas Digital Government

Austin, February 17-18

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

The Federal CIO

Connecting to Citizens

Social Impact of Technology

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

**The Ten Customer Expectations**

- Be accessible -
  - Treat me courteously -
  - Be responsive to what I need and want -
  - Do what I ask promptly -
  - Provide well-trained and informed employees -
  - Tell me what to expect -
  - Meet your commitments and keep your promises -
  - Do it right the first time -
  - Follow up -
  - Be socially responsive and ethical -
- Brad Cleveland, *Call Center Management on Fast Forward*