



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

Government Contact Services Community Update

July, 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

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

NEWS

Communicating Your Contact Service Value

I'll be facilitating a free teleseminar panel discussion on marketing the value of your customer contact services on **Tuesday, August 3rd**. Details will follow here next month. Plan to join us!

REPLY & LEARN

Home-Based Contact Center Agents

If your government contact center is currently using, implementing, or considering home-based contact center agents, please complete this brief [survey](#) and I'll share the results here next month. Thanks!

INFORMATION

[Prison Call Centers](#)

[Federal Cookies](#)

[Crime Viewer](#)

[Smart Plate Alerts](#)

[Geo Weed Control](#)

RESOURCES

[Contacting Government](#)

[Web 2.0 Tools](#)

[Social Media Policy](#)

[Blog Tips](#)

[Social Network Success](#)

[Mobile Permitting](#)

[Cloud Legalities](#)

[Oil Spill Tracking](#)

[Cloud Perspective](#)

****OPPORTUNITIES****

Free Webinar
[Citizen Self-Help](#)
July 28

****EVENTS****

[Social Media for Government](#)
Washington, July 12-15

[Home Agents](#)
San Diego, July 13

[Excellence in Government](#)
Washington, July 19

ITIL Workshop

Washington, July 21, Free!

Continuity of Operations

Washington, July 29-30

Government Management Information Systems

Atlanta, August 1-4

Customer Relationship Management

New York, August 2-4

Internal Communications

Chicago, August 2-5

****GOOD READING****

The Future Outernet

Eight to Great

Greg Gianforte

****PARTING THOUGHT****

“Value is created by satisfied, loyal, and productive employees.”

– Bruce Temkin