



Government Contact Services Community of Practice

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

July, 2011

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

2012 GCSEAs

Nominations for the eleventh annual *Government Customer Support Excellence Awards* will be open
October 1 through December 1

Last year's nomination guidelines are linked from our web site.
Updated guidelines will be posted at the link when the nominations open.

[New Fed Service Guidance](#)

[Fast Track Feedback Approval](#)

****INFORMATION****

[Web Rightsizing](#)

[Mobile Government](#)

[Mobile Apps](#)

[Domain Names](#)

[Smart 911](#)

[Inside Twitter](#)

[Champion Changers](#)

[eAuthentication](#)

****RESOURCES****

Customer Experience

Cloud Adoption

Staff Sharing

Collections

Cybersecurity

Telework Cities

Internet Growth

(More)

(Even More)

****EXAMPLES****

Web Site Search

Mobile Web

****OPPORTUNITIES****

Free eLearning

Web Site Accessibility

July 12

Support Chat

July 19

Digital Signage

July 21

Free Workshop

IT Service Management

DC Area, July 20

Registration Closes July 19

****EVENTS****

Social Media for Government

Washington, July 12-15

Call Center Optimization

Omaha, July 14

Speech Technology

New York, August 8-10

****GOOD READING****

Madvocacy

Best Practices Perspective

****PARTING THOUGHT****

As a community, we proudly serve the public and each other.