



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

## Government Customer Support Community Update

June, 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)

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

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

[Voice Verification](#)

[Social Media Liability](#)

[Phone Channel](#)

[Voice Gender](#)

[Demand-Based Fees](#)

[Tracking Cancer Online](#)

[Semantic Web](#)

### **\*\*RESOURCES & EXAMPLES\*\***

[Social Media Policy](#)

[Transparency Trends](#)

[Twitter for Business](#)

[Crowdsourcing Games](#)

[Digital Citizenship](#)

[Web Domain Names](#)

[Cloud Tips](#)

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

E911  
Washington, June 7  
[carla@e911institute.org](mailto:carla@e911institute.org)

[Cloud Computing for Government](#)  
Washington, June 7-9

[Social Media](#)  
DC Area, June 9

[Cloud Leadership](#)  
Santa Clara, June 13-15

[Call Center Exhibition](#)  
New Orleans, June 14-17

[IT Leadership](#)  
Washington, June 15

[Social Media for Government](#)  
Ottawa, June 21-23

[Politics and Information Systems](#)  
Orlando, June 29-July 2

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

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

[Demographic Trends](#)

Front Line Ethics

Making Your Agency Greener

**\*\*PARTING THOUGHTS\*\***

*“Public Value = operational efficiency + constituent service levels + political alignment”*

– Andrea Dimaio

*Happy Solstice!*