



Government Contact Services Community of Practice  
-- *Synergy for Customer Contact Service Excellence in Government* --

March, 2011

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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.

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

**Dinner Outings @ GCS'11**

Thursday evening we will depart the Hilton lobby following the tenth anniversary reception.

Friday evening we will depart the lobby at 6:30 pm.

All are welcome to join us!

**Government Rate Lodging @ GCS '11**

The room block for this year's GCS event is filling fast.

If you're planning to stay at the Hilton, consider booking soon.

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

[Virtual Badges](#)

[Call Center Metrics](#)

[Smart Phone Apps](#)

[Mobile Email](#)

[Semantic Web](#)

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

[Technology Demographics](#)

[Social Media in Disasters](#)

[Hosted Call Centers](#)

[911 Trends](#)

[Agency Knowledge Retention](#)

[Top Cyber Skills](#)

[Federal Service Quality](#)

[Social Media Security](#)

[Federal Customer Satisfaction](#)

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[\*\[More\]\*](#)

[Implementing Telework](#)

**\*\*EXAMPLES\*\***

[Social Media Policy](#)

[Live Help](#)

[Business One-Stop](#)

[Smart Maps for Mobile](#)

[Crowdsourcing](#)

[311 Issue Mapping](#)

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

Free Seminars

[Employee Recognition](#)

March 1

[Customer Satisfaction](#)

March 2

Nominations

[Citizen Service Leadership](#)

Canada, Closes March 31

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

[Multi-Channel Integration](#)

Washington, March 10

Free!

[Customer Experience](#)

Mexico City, March 14-16

[Knowledge Management](#)

Washington, March 21-24

[Web 2.0](#)

San Francisco, March 28-31

[IT Service & Support](#)

Las Vegas, March 29-April 1

[Government Customer Support](#)

Alexandria, VA; April 14-15

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

[Trends for 2011](#)

[\[More\]](#)

[Missions & Metrics](#)

Generations in the Work Place

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

*Our signature product is knowledge packaged in culture.*