



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

Government Customer Support Community Update

May, 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****

Congratulations to Our GCSEA '10 Winners!

The winners of this year's Government Customer Support Excellence Awards are:

Teamwork:

USPTO Facilities Help Desk

Technical Excellence:

Utah.gov

Customer Focus:

USGS Service Desk

Overall Excellence:

USGS Service Desk

Thanks for the Company!

It was wonderful to see many of you in Alexandria at GCS!

Plans are already underway for our very special *tenth* annual program next year.

Dates and location will be announced here soon -- stay tuned!

****INFORMATION****

[Transparency Issues](#)

[Calling 311 for Cash](#)

[3-D for 911](#)

[Documentation Kiosks](#)

[Agent Cost Control](#)

[Virtual Queuing](#)

[Citizens Seeking Data Online](#)

****RESOURCES****

[Municipal Crowdsourcing](#)

[State eRecord Archival](#)

[White House Mobile Web Site](#)

[Citability](#)

[Customer Relationship Management](#)

[State & Local Social Media Directory](#)

[Smart City](#)

[Public Data Explorer](#)

*****OPPORTUNITIES*****

Award Nominations

[Public Officials of the Year](#)

Closes June 4

Free eSeminars

[Customer Focused Email](#)

May 4

[Speech Strategies](#)

May 4-5

Speaker Call

Signature Conference

Las Vegas, October 25-27

Accepting government case study proposals.
Email me if you're interested in submitting one.

Employment

Experienced Contact Center Manager Available

This person is located in Arlington, VA and has contact center background in both federal and state government. If you have a position open and would like to get in touch, email me.

*****EVENTS*****

[Knowledge Management](#)

Washington, May 3-5

[Web 2.0](#)

San Francisco, May 3-6

[Business Ontologies](#)

Ft. Collins, CO; May 3-6

Customer Contact Point

Sydney, May 5-6

Gov 2.0

Washington, May 25-27

Cybersecurity

Washington, June 3

Cloud Computing for Government

Washington, June 7-9

Cloud Leadership

Santa Clara, June 13-15

Call Center Exhibition

New Orleans, June 14-17

Social Media for Government

Ottawa, June 21-24

Politics and Information Systems

Orlando, June 29-July 2

****GOOD READING****

Communicating Call Center Value

Collaboration Power

****PARTING THOUGHT****

“Government must build a culture where management understands what front line employees and customers are experiencing.”

-- Karen Trebon, GSA