



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

Government Customer Support Community Update **November, 2009**

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
News items must be received by the 25th of each month to be considered for the next issue.

****NEWS****

GCSEA Nomination Closing Extended

Team nominations for the 2010 Government Customer Support Excellence Awards will be accepted through
December 15
Check out the user-friendly [guidelines](#) to nominate your group.

Government Customer Service Conference

This one-day event is free to government people and will be held in Washington on **December 3**.
[Details and registration](#)

Latest on GCS '10

The [Government Customer Support Conference 2010](#) program is set for next **April 19-22**
Limited lodging rooms at the Federal rate are now available at the [Hilton Old Town](#) in Alexandria, VA.
Registration discounts are available through **November 15**
If you're interested in presenting or suggesting a session topic, email Daryl.L.Covey@noaa.gov ASAP.

****INFORMATION****

[Home Agents](#)

[Geo IP](#)

[City Web CRM](#)

[Web Design](#)

[Social Networking Demographics](#)

****RESOURCES****

[City Facebook Site](#)

[Linked-In for Call Centers](#)

[Social Media Governance](#)
[\[More\]](#)

[Broadband Internet Transition](#)

****OPPORTUNITIES****

Health Plan Call Center Networking

Mai at the State of Minnesota is looking for others in government who have experience with call centers handling eligibility and general inquiries on health care plans.

If you're a government person who can help her out, email me and I'll be glad to put you in touch!

Webinar:

[Call Center Practices](#)

November 11

Speaker Calls:

[Politics and Information Systems](#)

Closes November 11

[Gov 2.0](#)

Closes December 8

Government Customer Support

Washington, April 19-22

Email Daryl.L.Covey@noaa.gov

****EVENTS****

[Social Media for Crisis Communications](#)

Washington, November 2-5

[VoiceCon](#)

San Francisco, November 3-4

[Voice of the Customer](#)

Bolton, MA, November 3-4

Open Source

Washington, November 5

Web 2.0

New York, November 16-19

Knowledge Management

San Jose, November 17-19

Online Video

San Jose, November 18-19

Government Video

Washington, December 1-3

Registration discount with code "GVM" through **November 11**

Government Customer Service

Washington, December 3

Social Media for Government

Washington, December 7-10

****GOOD READING****

The Best Service Is No Service

-- Bill Price & David Jaffe --

****PARTING THOUGHT****

"In line or online, consumers of government services are savvier than ever."

– Greg Pellegrino