



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

November, 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.

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

*GCSEA* Nominations Are Due **December 1<sup>st</sup>**  
Nominations for the tenth annual Government Customer Support Excellence Awards  
will be accepted through December 1. This year's nomination guidelines are [here](#).

**\*\*REPLY & LEARN\*\***

*Internal Marketing*

What works for you in communicating the value of your customer contact services to your management?  
Hit reply to respond and I'll share the results here next month.

*Thanks!*

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

["Do Not Track" List](#)

[Automated 911 Notifications](#)

[Crowd Sourcing](#)

[Governors and YouTube](#)

[Automatic Travel Times](#)

[Traffic Jam Forecasting](#)

[Federal Call Center Satisfaction](#)

Municipal Social Networking

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

Gender & Gov 2.0

States & Technology

Analytics

Federal Customer Service

Service Branding

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

Free Webinars

Voice of the Customer

November 3

Metrics & KPIs

November 10

Award Nominations

Government Communicator Awards

Closes January 7

Presenter Calls

eGov World (India)

Closes November 15

Government Management Information Systems

Closes December 15

Email [jrandall@MDPD.COM](mailto:jrandall@MDPD.COM)

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

Social Media

Atlanta, November 2-5

Contact Center Conference (Virtual)

November 2-5

Taxonomy Webinar

November 5

IPv6 for 2011

Washington, November 10

Free!

Service Innovation

Orlando, November 10-12

Semantic Web

Boston, November 16-17

Enterprise Search

Washington, November 16-18

Government Customer Service

Washington, December 2

Free! See you there!

Government Contact Centers

Washington, December 6-8

Email [Ian.Herman@IQPC.com](mailto:Ian.Herman@IQPC.com)

Social Media for Government

Las Vegas, December 6-9

Cloud Computing

San Francisco, December 6-9

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

Rules and Regulations

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

**"[The American people] also have a right to expect their government to deliver services with the ease and convenience found in virtually every other part of daily life."**

-- Jacob Lew