



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

October, 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
Submissions must be received by the 25th of the month to be considered for the next issue.

Happy Customer Service Week!

****NEWS****

GCSEA Nominations for 2011 are Open!

Nominations for the 2011 Government Customer Support Excellence Awards
are open through December 1. Nomination guidelines are [here](#).

Two Government Networking Opportunities @ [Signature](#) This Month!

[Sunday evening, 10/24](#): We'll meet at the entrance to the [Studio Café](#) in the MGM Grand Hotel at 6:30 pm

[Tuesday evening, 10/26](#): We'll depart from the [conference registration](#) area at 6:30 pm for a dinner location
TBD

Create Your Own Networking!

If you're a government person attending an event related to customer contact services and
want to network there with others in government, email me and I'll be glad to put out the call for you.
Don't pass up an opportunity to learn from and with your peers!

****REPLY & LEARN****

Next month's survey possibilities include "cost per contact by channel," "communicating your value
to management," and "key performance metrics." Please email me your preference and watch for it here!

****INFORMATION****

[Texting In Emergencies](#)

[States and Social Media](#)

[Electronic Processing](#)

[Social Media in Government](#)

[Mail Balloting](#)

[Social Media in Emergencies](#)

[Crowdsourcing Air Quality](#)

****RESOURCES****

[Virtual Neighborhood Watch](#)

[Adult Texting](#)

[Disaster Readiness Site](#)

[Web Strategy](#)

[Congressional Web Sites](#)

****OPPORTUNITIES****

Free Webinars

[Service and Support Metrics](#)

October 14

[Getting Business Intelligence from Social Media](#)

October 20

****EVENTS****

[Customer Service Week](#)

October 4-8

[RightNow User Conference](#)

Colorado Springs, October 12-14

Hope to see you at my practices session on the Government track!

[Customer Contact](#)

La Jolla, October 17-20

[Desk Top Support](#)

New Orleans, October 18-21

[IT Service & Support Professional Development](#)

Washington, October 20

[Signature Service and Support](#)

Las Vegas, October 25-27

Government networking dinner groups Sunday & Tuesday evenings at 6:30!

[Business Ontologies](#)

Fort Collins, CO; October 25-28

[Government Open Source](#)

Portland, October 27-28

[Digital Citizen Satisfaction](#)

Washington, October 28

Free!

[Social Media](#)

Atlanta, November 2-5

[IPv6 for 2011](#)

Washington, November 10

Free!

[Service Innovation](#)

Orlando, November 10-12

[Semantic Web](#)

Boston, November 16-17

Registration discounts end October 27

[Enterprise Search](#)

Washington, November 16-18

****GOOD READING****

[Customer Confidence](#)

[Collaborating Across Stovepipes](#)

[Call Center Irony](#)

****PARTING THOUGHT****

*"The federal government has always been a challenging customer to work with,
because they didn't have a common idea of what they wanted to do."*

-- Stephen Schmidt, Amazon