



Government Contact Services Community of Practice

-- Synergy for Customer Contact Service Excellence in Government --

September, 2011

[Happy National Preparedness Month!](#)

****NEWS****

See you @ G3C!

The Government Contact Center Council will present their first [conference](#) on the 22nd of this month in Washington.

Join me for some great panels on social media, metrics, and customer feedback. Space is limited!

[GCSEA Nominations Open Next Month](#)

Nominations for the 2012 Government Customer Support Excellence Awards will open here in the next issue. Stay tuned!

[Next Generation 911](#)

****INFORMATION****

[iPad Cities](#)

[Federal Customer Experience](#)

[Web Site Ads](#)

[Social Networking Demographics](#)

[Mobile Apps](#)

****RESOURCES****

[Social Media](#)

[Agent Motivation](#)

[Agency Outreach](#)

[Requires registration]

[50 Best Web Sites](#)

[Government Clouds](#)

[Open Government Initiative](#)

****EXAMPLES****

[eCitations](#)

[Texting 911](#)

[Mobile Public Reports](#)

[GIS Portal](#)

[Crowdsourcing](#)

[Mobile CPR](#)

[Web Site Advertising](#)

****OPPORTUNITIES****

[Web Sharing of Mobile Government Ideas](#)

Closes September 15

[Webinar on Federal Customer Service Initiative](#)

[Requires registration]

[Webinar on Cloud-Based Contact Center](#)

September 14

[Requires registration]

****EVENTS****

[Semantic Web Media](#)

New York, September 14

[Business Intelligence](#)

Phoenix, September 18-20

[Service Innovation](#)

Park City, September 19-21

[Social Media for Government](#)

Atlanta, September 19-22

[Government Contact Center Council](#)

Washington, September 22

[Cloud-Enabled Government](#)

Washington, September 22

Free!

Consumer Affairs Professionals

Mississauga, Ontario; September 22

IT Service Management

Washington, September 25-28

Customer Insight

Chicago, September 26-28

Customer Service Week

October 3-7, 2011

Web Search

Washington, October 3-4
Registration discounts end August 2nd

Web 2.0

New York, October 10-13

Call Center Demo

Dallas, October 11-13

IT for Government

Dubai, October 11-12

Customer Service and Support

Chicago, October 12-13

Customer Care

Orlando, October 16-19

Telework

Washington, October 18

Free!

Taxonomy

Washington, October 31-November 1

****GOOD READING****

Crowdsourcing

Helping 911 Help You

Citizen Impacts

The Forgotten Voice

Customer Service in Government

****PARTING THOUGHT****

“Many agencies are so busy meeting management goals that they lose sight of the fact that their programs might provide only part of what customers need to complete their tasks.”

--Candi Harrison in Federal Computer Week

Please share this free monthly with others who serve Government's customers, and [visit us](#)
We're also on Facebook at [Cgov](#)

If you've received this in error, simply reply with "unsubscribe"

Your news and feedback are always welcome at Daryl.L.Covey@noaa.gov

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