



-- Synergy for Contact Services in Today's Government --

## Government Customer Support Community Update

April, 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 25<sup>th</sup> of the month to be considered for the next issue.

### **\*\*NEWS\*\***

#### **See You @ GCS !**

Our ninth annual Government Customer Support Conference [program](#) kicks off April 19<sup>th</sup> in Alexandria..

If you attend, be sure to say "hi" and plan to join our networking dinner outings listed below.

#### **Dinner Outings During GCS**

These popular outings are open to all in our community of practice, *regardless of whether you're attending the [conference](#).*

Each will depart from the lobby of the Hilton Old Town in Alexandria at times shown.

#### **Sunday, April 18, River ride to Georgetown**

*RSVP by April 17*

Departs promptly at 4:45 pm via taxi to the 5:30 [water taxi](#) on the Potomac River to Georgetown.

We'll return after dinner via Metro.

#### **Monday, April 19, Dinner at Woodley Park**

Departs at 6:00 pm taking Metro to Woodley Park -- many cuisines available.

We'll break to smaller groups based on dining preferences and then return together.

#### **Tuesday, April 20, Moonlight Monument Tour**

*Make your tour reservation at [link below](#)*

Departs promptly at 5:15 pm taking Metro to Union Station for dinner.

The 2.5 hour [monument tour](#) departs there at 7:30. Return to hotel around 11:00 pm.

#### **Wednesday, April 21, To Be Announced**

Details of this outing will be announced at the conference.

We'll walk or bus to dine on historic King Street in Alexandria.

#### **This Year's Federal Citizen Service Award Winners**

You can check them out [here](#).

*Congrats to all!*

### **\*\*INFORMATION\*\***

[Handling Chat](#)

[Voicing](#)

[Purpose-Driven Social Networking](#)

[Social Media Strategy](#)

[Web Branding](#)

[Government Cookies](#)

[Voice Biometrics in the Cloud](#)

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

[Library Internet Usage](#)

[National Broadband Plan](#)

[Be a Martian!](#)

[Cloud Computing](#)

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

**Free Seminars**

[Selecting Help Desk Software](#)

Various dates

[Handling non-English Calls](#)

April 6

**Award Nominations**

[Municipal Information Systems](#)

Closes **April 16**

[IT Innovation](#)

Closes April 30

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

[Information Technology](#)

Denver, April 6

[Software as a Service](#)

Santa Clara, April 6-7

[Performance Measurement](#)

Washington, April 6-9

[Telework](#)

Washington, April 8

[Social Media for Recruiting](#)

Washington, April 12-15

[Cloud Customer Experience](#)

Washington, April 13

[Government Customer Support](#)

Alexandria, VA; April 19-21

[IT Service & Technical Support](#)

Denver, April 20

[Incoming Call Management](#)

San Diego, April 20-23

[Government Management Information Systems](#)

Somerset, NJ; April 21

[Enterprise Architecture](#)

Washington, April 22

[Mobile Voice](#)

San Francisco, April 22-23

[Web Search](#)

Boston, April 26-27

[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

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

[Multichannel Management](#)

[CIO Perspective](#)

**\*\*GOOD WATCHING\*\***

[Learning @ the Front Lines](#)

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

***“Think of the government as one entity.”***

– Laura Godfrey and Leilani Martinez