

Nomination Guidelines for the

2012 Government Customer Support Excellence Awards

The annual *Government Customer Support Excellence Awards* for 2012 will recognize Government help desks, call centers, and/or other customer portals which excel in one or more of the following:

- * *Teamwork*
- * *Technical excellence* #
- * *Customer focus*

to produce exemplary customer support and high customer and staff satisfaction.

"Technical excellence" above refers to any of the following:

- Application of customer support technology
- Expertise related to the technology or service you support
- Effectiveness of the processes you use to support customers

All Government help desks, contact centers, web portals, and other customer touch points of all types, serving internal or external customers or both, are eligible and invited to enter. *There is no charge and the nomination format is simple.*

***NOTE:** Outsourced Government customer support operations are eligible. However, both the nominator and the management point of contact specified in the nomination must be Government employees.*

It is not necessary to specify a category -- all nominations are considered in all categories.

To nominate your group, email all of the following to Daryl.L.Covey@noaa.gov no later than **Thursday, December 1, 2011.**

***NOTE:** Incomplete nomination packages will not be considered. All six items listed below must be responded to in full.*

- 1.** Name, agency, and telephone number of nominator
Nominator must be a Government employee
- 2.** Name of the contact center or other customer portal being nominated.
Limit 60 characters, no acronyms. This is how it will appear
- 3.** Name, title, email address, and phone number for Government manager of contact center or portal.

4. Background information which provides context for the nomination, such as:
- Number of people in the group you are nominating
 - Who are your primary customers?
 - Approximate size of your customer base
 - Type of contact service(s) you provide (web portal, help desk, call center, etc.)
 - The primary activity or technology you support
 - Number of incoming contacts monthly by type (calls, emails, etc.)
 - Tracking systems and other key support technologies in use
 - Outsourcer [if applicable]
 - Other information which you think appropriate

5. A nomination narrative not exceeding one printed page in 12 point font which concisely addresses both of the following:

- a. How your help desk, call center, or other customer portal cultivates and applies one or more of the three key traits highlighted above.
- b. The positive impacts on your staff, service quality and customers which result.

6. Is someone from the group available if requested to serve as a panelist and/or present a conference session based on your nomination? If so, please provide their name, title, phone, and email address. If not, it will not adversely affect your nomination.

NOTE: The section of your narrative responding to Item 5.b. is the most important part of your nomination. ***The most frequent shortfall of past nominations has been failure to substantiate positive impacts of activities and initiatives on staff and/or customers. Your effective practices should be reflected in substantiated results.***

The *Government Customer Support Excellence Awards* are presented annually on behalf of the **Cgov** Community of Practice (www.cgovcop.org) to recognize and foster the sharing and implementation of effective practices for supporting Government's customers, both internal and external. Winners and other finalists are selected based upon independent scoring by a panel of judges from both public and private sectors.

**Finalists will be announced in Cgov eNews for February, 2012.
Winners will be announced in late Spring, 2012.**

Questions related to these awards should be directed to Daryl.L.Covey@noaa.gov .