



## Government Contact Services Community of Practice

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

October, 2011

***Happy Customer Service Week!***

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

### **Nominations Are Now Open!**

Nominations for the 2012 Government Customer Support Excellence Awards are open through **December 1st**.

The nomination process is *free!*

[Nomination Guidelines](#)

### **Gov't Networking @ [Signature!](#)**

If you're attending the Signature Service and Support Conference in Chicago this month,

be sure to join me in the discussion group for government attendees.

### **First G3C Conference**

Congratulations to the *Government Contact Center Council* on a great first conference last month.

Watch for the next one in 2012!

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

[Urban OS](#)

[Latest on .gov](#)

[Mobile Usage Trends](#)

[Mobile Apps Upkeep](#)

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

[Social Media in Crises](#)

[Guidance for Federal Contact Centers](#)

[Social Media Governance](#)

**\*\*EXAMPLES\*\***

[Citizen Petition Portal](#)

[Smartphone GPS App](#)

[Offering Ringtones](#)

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

Teleseminar:

New York 311 Case Study

October 5

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

*Customer Service Week*

October 3-7, 2011

Web Search

Washington, October 3-4

Web 2.0

New York, October 10-13

Call Center Demo

Dallas, October 11-13

IT for Government

Dubai, October 11-12

Signature Customer Service and Support

Chicago, October 12-13

Knowledge Centered Support

London, October 14

Customer Care

Orlando, October 16-19

Telework

Washington, October 18

*Free!*

Taxonomy

Washington, October 31-November 1

Enterprise Search

Washington, November 1-3

Knowledge Management

Washington, November 1-3

Internal Communication in Government

Washington, November 1-4

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

Workplace Empowerment

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

*"In the long run, we are going to have to put people at the center here as opposed to the institutions."*

– Adm. Mike Mullen