



Government Customer Contact Community of Practice
-- Synergy for Customer Contact Excellence in Government --

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

****NEWS****

GCSEA Nominations Open in October!

Nominations for the 2011 Government Customer Support Excellence Awards
will open here in October and will close on December 1.

Government Networking @ [Signature](#)

For those of you attending the Signature Conference in October, plan to
join our dinner networking group for government attendees on **Tuesday, October 26**.
We will **depart from the registration area at 6:30 pm**.

****REPLY & LEARN RESULTS****

Home-Based Contact Agents

I only received three responses (two locals and a Fed) but some great insight was shared. One (local) has a successful home agent program, one (local) is implementing, and one (Fed) is considering. Most significant barriers cited were trust (local with program in place), security (local implementing), and protection of personally identifiable information of customers (Fed considering). The local with a successful program has full-time home agents come in at least once a month for team meetings, feedback, etc., and program is being expanded to all agents. In the existing program, work stations for the agents who work from home are used for extra call takers during spikes.

Thanks to those who responded for helping us all to learn!!

****INFORMATION****

[Call Center Performance](#)

Thanks to Sarah at the Dept. of Education!

[Cell Phone or Land Line?](#)

[Mobile Mass Alerts](#)

[Web Site Design](#)

[Search Power](#)

[Collaborative Services](#)

[Smart Phone Apps](#)

[Registrations On Line](#)

[Citizen Service Consolidation](#)

****RESOURCES****

[Older Adults & Social Media](#)

[Public's Priorities On Line](#)

[Contact Quality Paper](#)

[Service Level and Performance Metrics Guidance](#)

[Business Impacts of Customer Support](#)

[Mobile Disaster Tracking](#)

[Hatch Act & Social Media](#)

[Home Broadband](#)

[IT Project Dashboard](#)

[Social Campaigning](#)

[Cloud Computing](#)

OPPORTUNITIES

Cost Per Contact Networking

Bob at GSA would like to network on cost per contact in a multi-channel environment. If you're a government person with information to share, reply and I'll put you in touch!

[Speaker Call](#)

Society and Information Technologies

Closes September 8

Open Nominations

E911 Board of Directors

Closes September 10

Email carla@e911institute.org

Job Opening

Information Technology Consultant

New Jersey

Email darer@njit.edu

Free Tele-seminar

[Social Media and Contact Services](#)

September 14

EVENTS

[Information Technology](#)

Dallas, September 14

[Implementing OMB Web Guidance](#)

Washington, September 16

[Social Media for Government](#)

Chicago, September 20-23

[Virtual Support Teams](#)

Webinar

September 21

[Information Management](#)

Toronto, September 21-23

[Cloud-Enabled Government](#)

Washington, September 23

Free!

[Practices Workshop](#)

Various cities, September 23 – November 3

Free!

[Web 2.0](#)

New York, September 27-30

[Social Media for Government](#)

Ottawa, September 27-30

[Knowledge Exchange](#)

Santa Clara, September 28-30

[Customer Service Week](#)

October 4-8

[RightNow User Conference](#)

Colorado Springs, October 12-14

[Customer Contact](#)

La Jolla, October 17-20

[Desk Top Support](#)

New Orleans, October 18-21

[Signature Service and Support](#)

Las Vegas, October 25-27

Registration discount ends **September 15**

Room block expires **September 30**

[Business Ontologies](#)

Fort Collins, CO; October 25-28

[Government Open Source](#)

Portland, October 27-28

Digital Citizen Satisfaction

Washington, October 28

Free!

****GOOD READING****

Gaining Front Line Perspective

Shared Services

Funniest Help Desk Issues

Thanks to Ivy!

****PARTING THOUGHT****

"Customer experience depends on employee experience."

– Bruce Temkin