



Government Customer Support Update

October, 2008

Please share this free monthly with others you know who serve Government's customers, and visit us at www.fedhelpdesk.osf.noaa.gov . Your news and comments are always welcome at Daryl.L.Covey@noaa.gov . Unsubscribe instructions are below at the end.

*Customer Service Week is October 6-10
Celebrate Your Front Lines!*

****NEWS****

GCSEA Nominations Are Now Open!

Nominations are being accepted for the 2009 Government Customer Support Excellence Awards through **Monday, December 1st**. This year's user-friendly guidelines for nominations are linked from our web site at www.fedhelpdesk.osf.noaa.gov .

See You @ Signature!

If you're one of many from our sector attending the Signature Conference in Coronado next week, be sure to visit me at the **Cgov** table on opening morning to get your special networking sticker, which will help you meet other attendees from Government. On Tuesday evening, I'll facilitate a networking session nearby for you to compare practices with your peers. Plan to join us!

GCSC '09 Reminder

Our community will convene in Alexandria, Virginia next **May 4-6** for the 2009 Government Customer Support Conference program. Mark the dates if you haven't already done so, and plan to join us now -- the new web site will be up soon. I'm still accepting session proposals until the end of October -- email me if you need the form.

****INFORMATION****

Twitter

http://www.fcw.com/print/22_27/technology/153570-1.html

High Performance Contact Centers

<http://www.contactprofessional.com/cpwire/cpw091708.htm>

Caller Pictures & Video

http://www.govtech.com/gt/articles/408192?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN%20-%20E-Newsletter_2008_9_11

Unconventional Agents

http://cmisight.com/index.php?option=com_content&task=view&id=752&Itemid=1

Dealing with Callers

<http://cityroom.blogs.nytimes.com/2008/09/10/answers-about-311/>

Web Design

http://www.nextgov.com/nextgov/ng_20080902_8249.php?zone=NGpopular

Integrated Service Delivery

http://www.govtech.com/gt/articles/411214?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN%20-%20E-Newsletter_2008_9_15

Text from the Public

http://www.govtech.com/gt/articles/414630?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN%20-%20E-Newsletter_2008_9_18

****RESOURCES****

Costs of Outsourcing

<http://www.cioinsight.com/c/a/Bottom-Line/Top-10-Hidden-Costs-of-Outsourcing/?kc=CIOMINEPNL09122008>

Federal IT Spending

<http://www.nextgov.com/itspend/>

Privacy in the Cloud

http://pewinternet.org/pdfs/PIP_Cloud.Memo.pdf

****OPPORTUNITIES****

Speaker Call

Politics and Information Systems

Closes October 14

<http://www.iiis2009.org/imsci/Submission/Index.asp?vc=4>

IT Leadership Awards

Closes November 16

<http://www.cio.com/cio-awards/ones-to-watch/>

Webinar

Email Security – October 15

<https://event.on24.com/eventRegistration/EventLobbyServlet?target=registration.jsp&eventid=120760&sessionid=1&key=F016CFDAB956C3049BDDEAAD53C30E9C&sourcepage=register>

****CONFERENCES****

Contact Center Management

Toronto, October 6-8

<http://www.iccmcanada.com/iccmcanada/v42/index.cvn>

Services Industry Summit

Las Vegas, October 6-8

<https://www.servicestrategies.com/LasVegas08/>

Intranet 2.0

Washington, October 6-9

http://www.aliconferences.com/conf/intranet_for_govt1008/index.htm

Web Citizen-Centricity

Washington, October 7

http://www.foreseeresults.com/Form_PublicSectorSummit.html

Voice of the Customer

Bolton, MA, October 7

http://www.first-wednesday.com/support_conference.html

Cloud Summit

Silicon Valley, October 14

<http://www.cloudsummit.com/conference/>

Voice Con

Amsterdam, October 14-16

<http://www.voicecon.eu/?priorityCode=CMQQAM17>

Government Forum

Miami, October 14-17

<http://www.thinkhdi.com/hdi.aspx?c=47>

Telework

Washington, October 15

<http://www.teleworkexchange.com/townhallmeeting/default.asp>

Service Management

Miami, October 15-17

www.ThinkHdi.com/SM2008

Knowledge Management

Washington, October 16

<http://www.digitalgovernment.com/Events/Conferences/Government-Knowledge-Management-and-Business-Intelligence-Conference--Expo.shtml>

Social Media

New York, October 20-23

http://www.aliconferences.com/conf/socialmedia_summit1008/index.htm

Web 2.0

Berlin, October 21-23

<http://en.oreilly.com/webexberlin2008/public/content/home>

Help Desk Vendor Fair

Washington, October 30

<http://www.hdicapitalarea.com/meetings.html>

Service Innovation

Sonoma, November 10-13

<http://www.serviceinnovation.org/events>

VoiceCon

San Francisco, November 10-13

<http://www.voicecon.com/sanfrancisco/program/program.php>

****GOOD READING****

Changes In the Wind

http://www.fcw.com/print/22_29/news/153700-1.html

Perceptions of Federal Services

http://www.primavera.com/connect/ThePerformanceOpportunity_Report.pdf

****PARTING THOUGHT****

*"An intelligent view of the customer is what agents need –
a representation of data and processes that maps to the customer's intent."*

-- from CRM Advocate