



## **Uncle Sam at Your Service: The Federal Customer Experience Media Coverage**

September 14, 2010

### **Rated at Work: Tuesday's "Capital Insider"**

*Capital Insider* . <http://www.tbd.com/blogs/capital-insider/2010/09/rated-at-work-here-s-what-s-happening-on-capital-insider-tuesday-1720.html>

### **Uncle Sam at Your Service Survey**

*Capital Insider* .

<http://link.brightcove.com/services/player/bcpid180211731001?bctid=609837787001>

September 9, 2010

### **My Cup of IT: Federal Fashionista?**

*GovLoop* . <http://www.govloop.com/profiles/blogs/my-cup-of-it-federal>

September 7, 2010

### **Weekly Research and Best Practices**

*GovLoop* . <http://www.govloop.com/profiles/blogs/weekly-research-and-best-9>

### **Federal Fashionista?**

*My Cup of IT* . [http://www.meritalk.com/blog.php?user=SteveOKeeffe&blogentry\\_id=2427](http://www.meritalk.com/blog.php?user=SteveOKeeffe&blogentry_id=2427)

September 4, 2010

### **Survey: Many View Online Services as Deficient**

*Federal Times* . <http://www.federaltimes.com/article/20100904/DEPARTMENTS02/9040303/>

September 2, 2010

### **U.S. Federal Agencies Need to Step Up Customer Service**

*Call Center Software* . <http://call-center-software.tmcnet.com/topics/call-center-software/articles/99212-us-federal-agencies-need-step-up-customer-service.htm>

### **Agency Services Lack Consistency, Coordination**

*Federal News Radio* . <http://www.federalnewsradio.com/index.php?nid=35&sid=2042929>

### **Agency Services Lack Consistency, Coordination**

*GovZine* . <http://govzine.com/node/34260>

### **Agency Services Lack Consistency, Coordination**

*WTOP* . <http://www.wtop.com/?nid=1>

September 1, 2010

### **Federal Help Online Better Than By Phone, Survey Finds**

eGovernment Resource Centre . [http://www.egov.vic.gov.au/focus-on-countries/north-and-south-america-and-the-caribbean/united-states/trends-and-issues-united-states/citizen-centric-service-united-states/uncle-sam-at-your-service-the-2010-federal-customer-experience-study-in-pdf-format-1457kb.html#?utm\\_source=rssfeed&utm\\_medium=twitter&utm\\_campaign=rsssep2010](http://www.egov.vic.gov.au/focus-on-countries/north-and-south-america-and-the-caribbean/united-states/trends-and-issues-united-states/citizen-centric-service-united-states/uncle-sam-at-your-service-the-2010-federal-customer-experience-study-in-pdf-format-1457kb.html#?utm_source=rssfeed&utm_medium=twitter&utm_campaign=rsssep2010)

**Survey Says People Prefer Online Federal Customer Service**

GovZine – <http://govzine.com/node/34104>

**Federal Help Online Better Than By Phone, Survey Finds**

Infoition TechAmerica Headlines . <https://www.infoition.com/portals/itaa/>

August 31, 2010

**Survey Says People Prefer Online Federal Customer Service**

Caribbean Centre of Excellence for E-Governance .

<http://cceeg.dec.uwi.edu/drupal/?q=aggregator/categories/6>

**Study: Americans Want Federal Customer Service to be a Priority**

Customers 1<sup>st</sup> . <http://customers1st.blogspot.com/2010/08/study-americans-want-federal-customer.html>

**Survey Says People Prefer Online Federal Customer Service**

Federal Computer Week . <http://fcw.com/articles/2010/08/31/survey-online-federal-customer-service.aspx>

**Survey Says People Prefer Online Federal Customer Service**

Government Computer News . <http://gcn.com/Home.aspx>

**Survey Says People Prefer Online Federal Customer Service**

Government Executive . <http://www.govexec.com/dailyfed/ebird.htm>

**Survey Says People Prefer Online Federal Customer Service**

Heinz Duthel 2010 . <http://heinzduthel.com/2010/08/31/survey-says-people-prefer-online-federal-customer-service/>

**Survey Says People Prefer Online Federal Customer Service**

The American Small Business Coalition . <https://www.theasbc.org/?page=fcwrrss>