

# ACA International 2024 Convention & Expo Agenda

Time	Event/Session (Sun, July 21)
7:00 - 7:00 PM	Registration
7:30 - 10:00 AM	ACA Council of Delegates Meeting & Breakfast [ACA Members Only]
10:00AM - 1:00 PM	Intelligent Contacts Users Meeting – Client Results, Current Roadmap, Your Future (RSVP: ed.ujcich@intelligentcontacts.com) InterProse ACE User Meeting - Development Roadmap & Networking (RSVP: aaron.reiter@interprose.com)
1:00 - 3:00 PM	Cybersecurity Collective: Building a Cybersecurity Culture Together [RSVP Required] State Guide Cohort [RSVP Required] [Members Only]
2:00 - 2:45 PM	First Timers & New Members Meet & Greet
2:00 - 9:30 PM	Safety First: What Google Knows That Chernobyl and NASA Learned the Hard Way
2:30 - 3:15 PM	Visionaries Reception
3:30 - 5:00 PM	Main Stage: The Power of One: How One Attitude, One Action, And One Person Can Change the World
5:00 - 7:00 PM	Welcome Reception & Innovation Stage Sessions
5:15 - 5:35 PM	idiCORE: Enabling Collectors to Uncover Actionable Skips With Speed & Precision — Presented by IDI
5:40 - 6:00 PM	Nearshoring & Maximizing Collections —Presented by CCSI
6:05 - 6:25 PM	[Innovation Stage] Portals to the Future—Presented by Applied Innovation, Inc.
6:30 - 6:50 PM	[Innovation Stage] Hybrid Dialing Powerhouse: Unlock Compliance and Boost Recovery Rates with NobelB — <i>NobelBiz</i>
7:00 - 9:30 PM	Dinner with Strangers [Pre-Registration Required] : <i>Meet at Sapphire 402 at 7:00 PM</i>

## ACA International 2024 Convention & Expo Agenda

Time	Event/Session (Mon, July 22)
<b>8:00 AM - 9:00 AM</b>	Breakfast in Expo Hall
<b>8:00 AM - 3:45 PM</b>	Expo Hall Open
<b>8:00 AM - 9:00 AM</b>	KCIA Breakfast (Attendance at this meeting is by invitation only.)
<b>8:00 AM - 3:45 PM</b>	Registration
<b>9:15 AM - 10:15 PM</b>	Beating FCRA Cases: Pick Your Battles, Win the War [Legal Education - Members Only]
<b>9:15 AM - 10:15 AM</b>	Is the Sky Falling or Is It Just an Acorn? Exploring Economic Scenarios
	Of Course I Look for Risks When I Audit! Hmmm, Do You Really?
	Unleash the Power of IT: Maximizing Resources and Eliminating Waste
<b>9:30 AM - 10:30 PM</b>	Meeting with the SBA Office of Advocacy (Invitation only). Contact Scott Purcell, CEO, at <a href="mailto:purcell@acainternational.org">purcell@acainternational.org</a> for more information.
<b>10:15 AM - 11:00 AM</b>	Morning Break & Innovation Stage in Expo Hall
[Innovation Stage] <b>10:25 AM - 10:45 AM</b>	AI Real-Time Agent Assist: Introducing Sedric AI Real-Time Agent Assist for enhancing collections operations.
(Main Stage) <b>11:00 AM - 12:00 PM</b>	Navigating Uncharted Regulatory Waters - Unpacking What's at Stake
<b>12:00 PM - 2:00 PM</b>	Lunch & Innovation Stage in Expo Hall
<b>12:00 PM - 2:00 PM</b>	Group 50 Meeting & Working Lunch [Invitation Only]
[Innovation Stage] <b>12:05 PM - 12:25 PM</b>	Revolutionizing Collections: Introducing AI-Powered Client Onboarding System & Li
[Innovation Stage] <b>12:35 PM - 12:55 PM</b>	Digital Debt Recovery With Less Agents to Improve Your Yield per Account

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<b>1:05 PM - 1:25 PM</b>	[Innovation Stage] Perfect Your Collection Strategy with the Power of AI
<b>1:35 PM - 1:55 PM</b>	[Innovation Stage] The Impact of Large Language Models (LLMs) on Collections with Conversational AI
<b>2:00 PM - 3:00 PM</b>	Are You Smarter Than the Least Sophisticated Consumer?
	Bicycles vs. Rocket Ships: Using Accessible, Affordable Technology to Advance Your Business
	Effectively Responding to Unethical Behavior (Ethics) [Legal Education - Members Only]
	Innovating Operations: Using AI to Drive Productivity and Agent Engagement
<b>3:00 PM - 3:45 PM</b>	Ice Cream Break & Innovation Stage in Expo Hall
[Innovation Stage] <b>3:10 PM - 3:30 PM</b>	Transform Your Contact Center: Using Data and Analytics to Change Your Game
<b>3:45 PM - 4:45 PM</b>	Beyond the Buzz: How AI is Revolutionizing IT, Cybersecurity, and Compliance
	Efficiency Revolution: Powering Up Your Agency's Operations
	Future Proofing Your Operations: A Look at AI and Developing Privacy Laws and Your Workplace [Legal Education - Members Only]
	When Politics Trumps Economics: Practical Advice for Protecting Your Business in an Election Year
<b>4:45 PM - 5:45 PM</b>	Small Agency Jam Session
<b>6:00 PM - 9:00 PM</b>	ACPAC

## ACA International 2024 Convention & Expo Agenda

Time	Event/Session (Tue, July 23)
<b>6:00 AM - 7:00 AM</b>	[Interest Group] Runners Club - City Run  SIGN UP: aaron.reiter@interprose.com or (360) 907-5880.
<b>7:00 AM - 1:30 PM</b>	Registration Sponsored by LexisNexis
<b>7:30 AM - 8:00 AM</b>	Awards Breakfast Sponsored by Pay Scout
<b>8:00 AM - 9:30 AM</b>	Main Stage: Awards & Keynote: One Conversation at a Time Featuring Keynote Speaker Debra Fine
<b>9:30 AM - 1:30 PM</b>	Expo Hall Open
<b>9:30 AM - 10:15 AM</b>	Morning Break & Innovation Stage in Expo Hall
[Innovation Stage] <b>9:40 AM - 10:00 AM</b>	One Combined Audit: An Efficient Approach to Complying with Multiple Security and Compliance Frameworks Presented by AARC-360
<b>10:15 AM - 11:15 AM</b>	I Want to Hire a Bot, How Does That Work?  Mastery of Client Communication and Litigation Management Legal Education - Members Only  Mic March: Collective Wisdom for Maximizing Your Bottom Line  The Five Habits of Highly Successful Collection Agencies
<b>11:15 AM - 1:30 PM</b>	Lunch & Innovation Stage in Expo Hall
[Innovation Stage] <b>11:30 AM - 11:50 AM</b>	Monitor and Mitigate Spam and Scam Labels Presented by Arbeit Software
[Innovation Stage] <b>12:00 PM - 12:20 PM</b>	AI Tech Requires Web-Based Platforms Presented by InterProse
<b>12:00 PM - 1:00 PM</b>	[Invitation Only] Past Presidents Lunch
<b>12:15 PM - 1:15 PM</b>	Managing CFPB, FTC, and State Attorney General Investigations: Strategies for Success Legal Education - Members Only
[Innovation Stage] <b>12:30 PM - 12:50 PM</b>	Increase Revenue, Improve Efficiencies, and Reduce Cost Without Risk Presented by Intelligent Contacts

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<b>[Innovation Stage] 1:00 PM - 1:20 PM</b>	The Forgetting Curve—the Dirty Secret of Training Presented by Peak Revenue Learning
<b>1:30 PM - 2:30 PM</b>	Collect More Payments Online by Understanding E-Commerce Strategy
<b>1:30 PM - 2:30 PM</b>	Debt Collection Reimagined: The Art of Email & Text Communications to Revolutionize Revenue Success
<b>1:30 PM - 5:00 PM</b>	Exhibitor Tear-Down
<b>1:30 PM - 2:30 PM</b>	Strategic Partnerships: How to Maximize Client Potential
<b>1:30 PM - 2:30 PM</b>	What We Have Here Is a Failure to Communicate Legal Education - Members Only
<b>2:45 PM - 3:45 PM</b>	Baiting in the Digital Age: Don't Get Hooked on New Tactics from Plaintiffs' Counsel Legal Education - Members Only
<b>2:45 PM - 3:45 PM</b>	Creating Your Technology Roadmap
<b>2:45 PM - 3:45 PM</b>	New Guidance On Credit Reporting And Reasonable Investigations
<b>6:00 PM - 9:30 PM</b>	President's Closing Celebration Tickets Required