



ACA International Convention '24

Hilton San Diego Bayfront • July 21-23

Agenda

Agenda as of June 14, 2024.
Subject to Change.

July 20, 2024

Time	Title/Event	Location
5:00 PM - 6:00 PM	[Invitation Only] Council of Delegates Reception	

July 21, 2024

Time	Title/Event	Location
7:00 AM - 3:00 PM	Exhibitor Set-Up	
7:00 AM - 7:00 PM	Registration <i>Sponsored by: LexisNexis Risk Solutions</i>	
7:30 AM - 10:00 AM	Council of Delegates Meeting & Breakfast [Members Only]	
10:00 AM - 1:00 PM	[Interest Group] InterProse ACE User Meeting - Development Roadmap & Networking	
	[Interest Group] Intelligent Contacts Users Meeting - Client Results, Current Roadmap, Your Future	
1:00 PM - 3:00 PM	Cybersecurity Collective: Building a Cybersecurity Culture Together [RSVP Required] State Guide Cohort [RSVP Required] [Members Only]	
2:00 PM - 2:45 PM	First Timers & New Members Meet & Greet <i>Sponsored By: Bayview Solutions, LLC</i>	
2:30 PM - 3:15 PM	Visionaries Reception <i>Sponsored by: RevSpring</i>	
3:30 PM - 5:00 PM	Main Stage: The Power of One: How One Attitude, One Action, And One Person Can Change the World With opening remarks by ACA President David Williams and CEO Scott Purcell <i>Sponsored by: finvi</i>	
5:00 PM - 7:00 PM	Welcome Reception & Innovation Stage <i>Sponsored by: CIA, Aon, AXIS & CT Corporation</i> ON THE INNOVATION STAGE:	
5:15 PM - 5:35 PM	idiCORE: Enabling Today's Collectors to Uncover Actionable Skips with Speed and Precision	
5:40 PM - 6:00 PM	Nearshoring & Maximizing Collections	
6:05 PM - 6:25 PM	Portals to the Future	
6:30 PM - 6:50 PM	Hybrid Dialing Powerhouse: Unlock Compliance and Boost Recovery Rates with NobelBiz's Revolutionary Solutions!	
7:00 PM - 9:30 PM	Dinner with Strangers <i>(Pre-Registration Required)</i> <i>Meet at 7:00 PM for restaurant name.</i> <i>Dinner reservations are set for 7:30 PM.</i>	

July 22, 2024

Time	Title/Event	Location
6:30 AM - 7:30 AM	[Interest Group] Runners Club - Bay Run	
8:00 AM - 3:45 PM	Registration <i>Sponsored by: LexisNexis Risk Solutions</i>	
8:00 AM - 3:45 PM	Expo Hall Open	
8:00 AM - 9:00 AM	Breakfast in Expo Hall <i>Sponsored by: CollaborationRoom.AI</i>	
8:00 AM - 9:00 AM	[Invitation Only] KCIA Breakfast	
9:15 AM - 10:15 AM	Unleash the Power of IT: Maximizing Resources and Eliminating Waste Of Course I Look for Risks When I Audit! Hmmm, Do You Really? Is the Sky Falling or Is It Just an Acorn? Exploring Economic Scenarios Beating FCRA Cases: Pick Your Battles, Win the War (Legal Education-Members Only) CLE	
10:15 AM - 11:00 AM	Morning Break & Innovation Stage in Expo Hall <i>Sponsored by: CDS Software</i> ON THE INNOVATION STAGE:	
10:25 AM - 10:45 AM	AI Real-Time Agent Assist	
11:00 AM - 12:00 PM	Main Stage: Navigating Uncharted Regulatory Waters with a Newly Emboldened CFPB, Election Year Threats, and a Runaway Congress—Unpacking What's At Stake—and ACA's Strategy	
12:00 PM - 2:00 PM	Lunch & Innovation Stage in Expo Hall <i>Sponsored by: InterProse</i> ON THE INNOVATION STAGE:	
12:05 PM - 12:25 PM	Revolutionizing Collections: Introducing AI-Powered Client Onboarding System & Live AI-Agent Collector	
12:35 PM - 12:55 PM	Digital Debt Recovery With Less Agents to Improve Your Yield per Account	
1:05 PM - 1:25 PM	Perfect your Collection Strategy with the Power of AI	
1:35 PM - 1:55 PM	The Impact of Large Language Models (LLMs) on Collections with Conversational AI	
12:00 PM - 2:00 PM	[Invitation Only] group50 Meeting & Working Lunch	
2:00 PM - 3:00 PM	Innovating Operations: Using AI to Drive Productivity and Agent Engagement 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) CLE	



 **July 22, 2024 (Cont'd)**

Time	Title/Event	Location
3:00 PM - 3:45 PM	Ice Cream Break & Innovation Stage in Expo Hall <i>Sponsored by: Provana</i>	
ON THE INNOVATION STAGE:		
3:10 PM - 3:30 PM	Transform Your Contact Center: Using Data and Analytics to Change Your Game	
3:45 PM - 4:45 PM	Beyond the Buzz: How AI is Revolutionizing IT, Cybersecurity, and Compliance	
	When Politics Trumps Economics: Practical Advice for Protecting Your Business in an Election Year	
	Efficiency Revolution: Powering Up Your Agency's Operations	
	Future Proofing Your Operations: A Look at AI and Developing Privacy Laws and Your Workplace <i>(Legal Education-Members Only)</i> CLE	
4:45 PM - 5:45 PM	Small Agency Jam Session	
6:00 PM - 9:00 PM	[Add-On] ACPAC Event: San Diego Bay Cruise <i>(Tickets required)</i> <i>Sponsored by: Nationwide, REPAY & VoApps</i> DirectDrop Voicemail <i>Transportation on your own. 1.5 miles from hotel.</i>	

 **July 23, 2024 (Cont'd)**

Time	Title/Event	Location
11:15 AM - 1:30 PM	Lunch & Innovation Stage in Expo Hall	
ON THE INNOVATION STAGE:		
11:30 AM - 11:50 AM	Monitor and Mitigate Spam and Scam Labels	
12:00 PM - 12:20 PM	AI Tech Requires Web-Based Platforms	
12:30 PM - 12:50 PM	They Lied About Eggs & Baskets: Increase Revenue, Improve Efficiencies, and Reduce Cost Without Risk	
1:00 PM - 1:20 PM	The Forgetting Curve-the Dirty Secret of Training	
12:00 PM - 1:00 PM	[Invitation Only] Past Presidents Lunch	
12:15 PM - 1:15 PM	Managing CFPB, FTC, and State Attorney General Investigations: Strategies for Success <i>(Legal Education-Members Only)</i> CLE	
1:30 PM - 2:30 PM	Strategic Partnerships: How to Maximize Client Potential	
	Collect More Payments Online by Understanding E-Commerce Strategy	
	Debt Collection Reimagined: The Art of Email & Text Communications to Revolutionize Revenue Success	
	What We Have Here Is a Failure to Communicate <i>(Legal Education-Members Only)</i> CLE	
1:30 PM - 5:00 PM	Exhibitor Tear-Down	
2:45 PM - 3:45 PM	Creating Your Technology Roadmap	
	Safety First: What Google Knows That Chernobyl and NASA Learned the Hard Way	
	New Guidance On Credit Reporting And Reasonable Investigations	
	Baiting in the Digital Age: Don't Get Hooked on New Tactics from Plaintiffs' Counsel <i>(Legal Education-Members Only)</i> CLE	
6:00 PM - 9:30 PM	President's Closing Celebration <i>(Tickets Required)</i> <i>6:00 PM Reception & Seating</i> <i>6:30 PM Program, Dinner, & Entertainment</i>	

 **July 23, 2024**

Time	Title/Event	Location
6:00 AM - 7:00 AM	[Interest Group] Runners Club - City Run	
7:00 AM - 1:30 PM	Registration <i>Sponsored by: LexisNexis Risk Solutions</i>	
7:30 AM - 8:00 AM	Awards Breakfast <i>Sponsored by: Payscale</i>	
8:00 AM - 9:30 AM	Main Stage: The Fine Art of Building Business Relationships - One Conversation At a Time	
9:30 AM - 1:30 PM	Expo Hall Open	
9:30 AM - 10:15 AM	Morning Break & Innovation Stage in Expo Hall <i>Sponsored by: Payment Savvy</i>	
ON THE INNOVATION STAGE:		
9:40 AM - 10:00 AM	One Combined Audit: An Efficient Approach to Complying with Multiple Security and Compliance Frameworks	
10:15 AM - 11:15 AM	The Five Habits of Highly Successful Collection Agencies	
	I Want to Hire a Bot, How Does That Work?	
	Mic March: Collective Wisdom for Maximizing Your Bottom Line	
	Mastery of Client Communication and Litigation Management <i>(Legal Education-Members Only)</i> CLE	

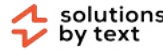


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