



# 2024 | Annual AGCCP Conference

Where Tradition Meets Tomorrow

## DRAFT AGENDA FOR TRAVEL PLANNING Hotel Check In at 4PM Check Out at Noon

### **Sunday, October 13, 2024**

Board Meeting

### **Monday, October 14, 2024**

8:00– 6:00 Sponsor Registration and Set-up in Colonial Ballroom

8:30 – 10:30 Board Meeting

11:00 AM – 4:00 PM Attendee Registration in Lobby

1:00PM - 3:00PM Brew & Bond: Sipping Stories, Stirring Connections (coffee included) in Colonial Ballroom

6:00 - 8:00 Opening Evening Session / Reception - Sponsored by Verint in Gold Ballroom

\*\*Late arrivals see a board member to register during reception

\*\* Sponsors Set-up complete by 9 am

### **Tuesday, October 15, 2024**

7:00 - 8:30 Breakfast –Included for all registered attendees

8:00 - 9:00 Late Registration and Networking

8:30 - 9:00 Day 2 Welcome and Announcements

9:00 - 10:00 Rapid Demos Part I

10:15 – 10:30 Networking Break

10:30 - 11:15 Breakout Session 1

11:15 - 12:00 Vendor Presentation – Verint as Platinum Sponsor

12:00 - 1:30 Lunch – Included for all registered attendees

1:30 - 3:00 Keynote – Sponsored by

3:00 - 3:15 Networking Break

3:15 - 4:00 Session 3

4:00 - 4:30 Daily Closing

6:00 To be determined

7:00 Award Presentations

### **Wednesday, October 16, 2024**

7:00 - 8:30 Breakfast – Included for all registered attendees

8:00 - 9:00 Networking

8:30 - 9:00 Welcome and Announcements

[www.agccp.org](http://www.agccp.org)  
[questions@agccp.com](mailto:questions@agccp.com)

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*Serving You & Uplifting Our Profession*



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### **Wednesday, October 16, 2024 continued**

9:00 - 11:00 Breakout Sessions/Rapid Demos  
11:00 - 11:15 Networking Break  
11:15 - 12:00 Vendor Presentation  
12:00 - 1:30 Lunch – Included for all registered attendees  
1:30 - 3:00 Award of Distinction Presentation  
3:00 - 3:15 Networking Break  
3:15 - 4:15 Rapid Demos Part 2  
4:15 - 4:30 Daily Closing  
6:00 To be determined

### **Thursday, October 17, 2024**

7:00 - 8:30 Breakfast – possibly provided for all registered attendees  
8:30 - 9:00 Welcome and Announcements  
9:00 - 10:00 311/Contact Center Highlights  
10:00 - 11:00 Breakout Session  
11:00 – Wrapping Up 2024 Looking To the Future  
11:45 – 1:00 – Lunch On Your Own  
1:00 – 2:30 – Roundtable – members, non-members and sponsors  
2:30 – 4:00 Board Meeting