CUSTOMER
Target. Engage. Deliver.

2025 Editorial Calendar
www.customerzone360.com

Month	EDITORIAL FEATURES		
January	• Top CX Trends • AI & Automation Investment	• Emerging CRM Technologies • Future-Ready Call Centers	
February	• Chatbots Best Practices • Predictive Analytics Loyalty	• AI-Powered Personalization • Machine Learning in CX	
March	• Empowering Agents • Engagement & Loyalty Link	• Remote Team Tools • Agent Training Programs	**Award Announcements:** Product of the Year 2021
April	• Unified CX Integration • Effective Omnichannel Support	• Cross-Channel Data • PracticesOmnichannel Success Case	**Award Announcements:** CRM Excellence
May	• Hyper-Personalized Experiences • Privacy vs. Personalization	• Real-Time Predictive Insights • Customer Data Platforms	
June	• Measuring CX ROI • Top CX KPIs	• Beyond NPS Analytics • Data-Driven CX Efficiency	
July	• AI for Self-Service • Fully Automated Contact Centers	• AI in Customer Support • Automation Success Case	**Award Announcements:** Contact Center Technology
August	• Designing Loyalty Programs • Personalization in Retention	• Feedback to Loyalty Link • Retention Success Case	
September	• Real-Time Feedback Value • Tracking Customer Sentiment	• Surveys for CX Improvement • Feedback Shaping Models	**Award Announcements:** Customer Experience Innovation
October	• Effective Journey Mapping • Seamless Touchpoint Optimization	• Journey Analytics Impact • Transformation Success Case	**Award Announcements:** TMC Labs
November	• AI & Robotics Impact • Cloud Contact Center Trends	• 5G in Customer Support • Video in Customer Service	
December	• Comprehensive CX Strategy • Lessons from 2024	• Planning for CX Disruptions • 2025 CX Predictions	**Award Announcements:** Workforce Optimization