



FAQs

Will I lose any of the functionality WebTMS offers that Locator LOGiX does not?

No, our users will have access to the same trusted functionality with plenty of new and enhanced features!

What new features can I expect to see from Locator LOGiX?

New features have been designed based on feedback from our customers.

- ★ New modern and user-friendly interface
- ★ New navigation bar for improved organization
- ★ New SMS/TEXT ticket alert feature with options to escalate to another user after specified timeout
- ★ New integration with the entire LOGiX suite software
- ★ New response, mobile first design that works seamlessly on any device

What enhancements to the ticket management tool can I expect to see from Locator LOGiX?

- ★ Enhanced ticket dashboard for accessing assigned tickets, tickets type, and ticket classes
- ★ Enhanced automation for ticket assignment and response
- ★ Customizable ticket and ticket details view with bulk locator assignment and response
- ★ Easy to navigate ticket map view by county, state, and source
- ★ Enhanced offline mode - proactive in app notification when mobile data is lost
- ★ Improved Image Upload - Drag and drop files and access your native camera on your mobile device to upload images
- ★ Simplified user creation and management

Will there be any enhancements made to mapping?

Yes! We are going through a strategic project to rewrite our mapping system both for this product and other products. The entire mapping system will be updated this year.

We currently use WebTMS, how will previous tickets and current data transfer over to the new system?

Previous tickets and data integrated through the WebTMS software will be migrated over and archived into Locator LOGiX during your setup and configuration phase. Our team will do all the heavy lifting on the back end to provide you with a seamless transition to our new platform.

Is Locator LOGiX mobile/tablet compatible?

Yes! Locator LOGiX is a responsive web app, so it will work seamlessly if using a laptop, desktop, tablet, iPad, or your mobile device.

Will we be able to run reports?

Yes! Locator LOGiX offers robust reporting including system status, end of day reports, tickets due, and responses waiting to be sent.

Does this system have the “know how” to route tickets and get to each one?

Yes! You can route tickets for the day by dragging and dropping tickets to your clipboard. Locators can come in and use this routing feature to easily determine their scope of work.

How is pricing based?

Pricing is based on annual ticket volume. Visit us at [Locator LOGiX](#) to receive a quote!

How do I get started?

Contact us at sales@norfielddp.com to speak to one of our team members about getting started, scheduling a demo, **OR** visit us at [Locator LOGiX](#) to receive a quote!