

## Wendy Fisher

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**From:** Wendy Fisher  
**Sent:** Wednesday, September 3, 2025 11:40 AM  
**Subject:** 8.14.2025 Follow-Up for Center Logix Ticket Entry & Upcoming Updates

Dear RTE User,

Thank you to everyone who provided valuable feedback following our initial message (included below) on November 7, 2024. Your input has played a key role in shaping a system that meets the needs of all users. For those who joined RTE after that date, we want to let you know that NC811 will be launching a new software platform later this year called Center Logix, which includes a redesigned Ticket Entry system.

As we move forward, we want to keep you informed about the next steps.

In September, additional communications will be sent to all RTE users. These will include:

- A link to the Center Logix Test Server
- Credentials to access the test environment
- Detailed information explaining all Ticket Entry updates

This will give you the opportunity to explore the new system firsthand and prepare for the transition.

We appreciate your continued engagement and look forward to sharing more soon. If you have any questions feel free to reach out by contacting the RTE department directly by dialing 336-316-0359 Monday through Friday from 8:00 am to 5:00 pm (ET).

### Wendy Fisher

Manager - Remote Ticket Entry

**North Carolina 811, Inc.**

336.316.0359 Direct

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**From:** Wendy Fisher  
**Sent:** Thursday, November 7, 2024 6:11 PM  
**Subject:** We need your feedback!

Dear RTE User,

We're reaching out to gather feedback from all users regarding Center Logix, which will be our new system platform containing Ticket Entry that's coming within the next year. North Carolina, in

conjunction with several other 811 centers in the USA, utilize Norfield Development Partners as our software provider.

We'd love to know what you think about the design options, specifically:

1. would you prefer a layout like the current one to keep things familiar?
2. Or, would you be open to trying a new approach with some updated design elements?

Your insights will be crucial as we work to create a design that best serves our users' needs. To rate the screen layout and provide feedback, follow the link below.

### [Ticket Entry Feedback Form](#)

Since we're getting started on the backend soon, it would be a big help if you could provide your feedback by Monday, November 11, 2024. We are looking forward to hearing everyone's thoughts!

Final decision on the software ticket entry platform will be based upon consensus from all participating states!

**Wendy Fisher**

Manager - Remote Ticket Entry

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