Here are the links to the MarkeTrak modules we will be reviewing at Thursday’s Meeting (8/6/2015).

**Overview**

<https://www2.virtualtrainingassistant.com/Ercot/content/Courses/Review/MarkeTrak_Overview/story.html>

**IAG**

<https://www2.virtualtrainingassistant.com/Ercot/content/Courses/Review/MarkeTrak_IAG/story.html>

**Swtich Hold**

<https://www2.virtualtrainingassistant.com/Ercot/content/Courses/Review/MarkeTrak_SwitchHold/story.html>

**Cancel**

<https://www2.virtualtrainingassistant.com/Ercot/content/Courses/Review/MarkeTrak_Cancel/story.html>

Please note: The Customer Rescission piece that was asked to be included with the IAG module is still missing due to a refresh being performed on the iTest environment. This has been an ongoing project that has prevented us from capturing the necessary screenshots. We have not been given a timetable as to when this will be resolved. The IAG link will be updated to include the Customer Rescission piece as soon as iTest refresh is complete (hopefully before Thursday, but cannot say for certain).