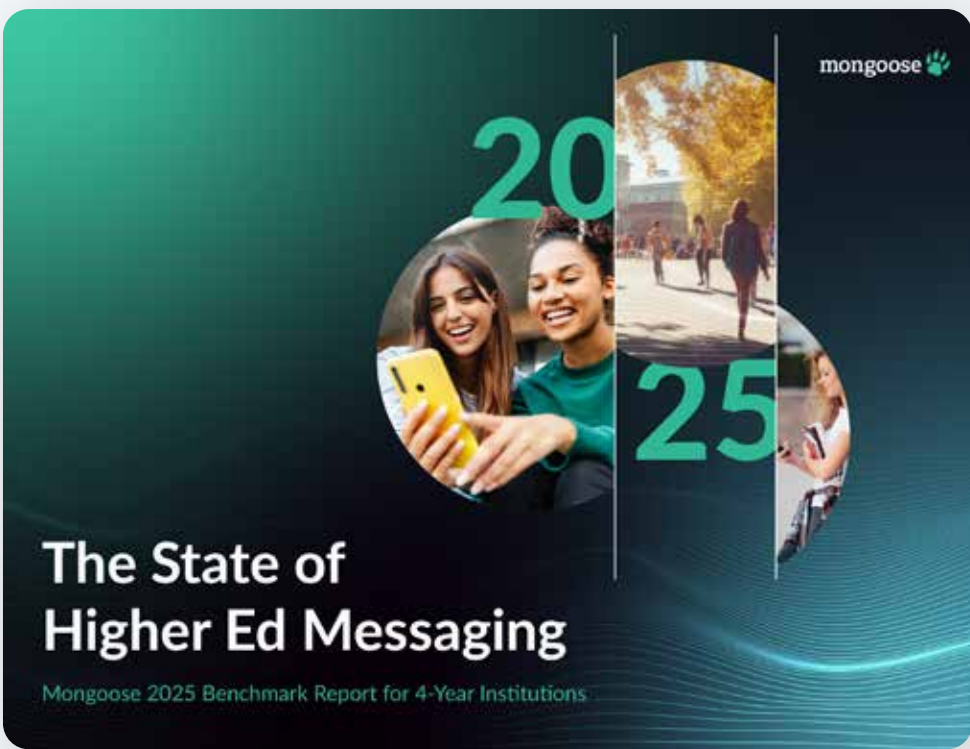


# Resolution Rates by Team: What the Benchmarks Reveal

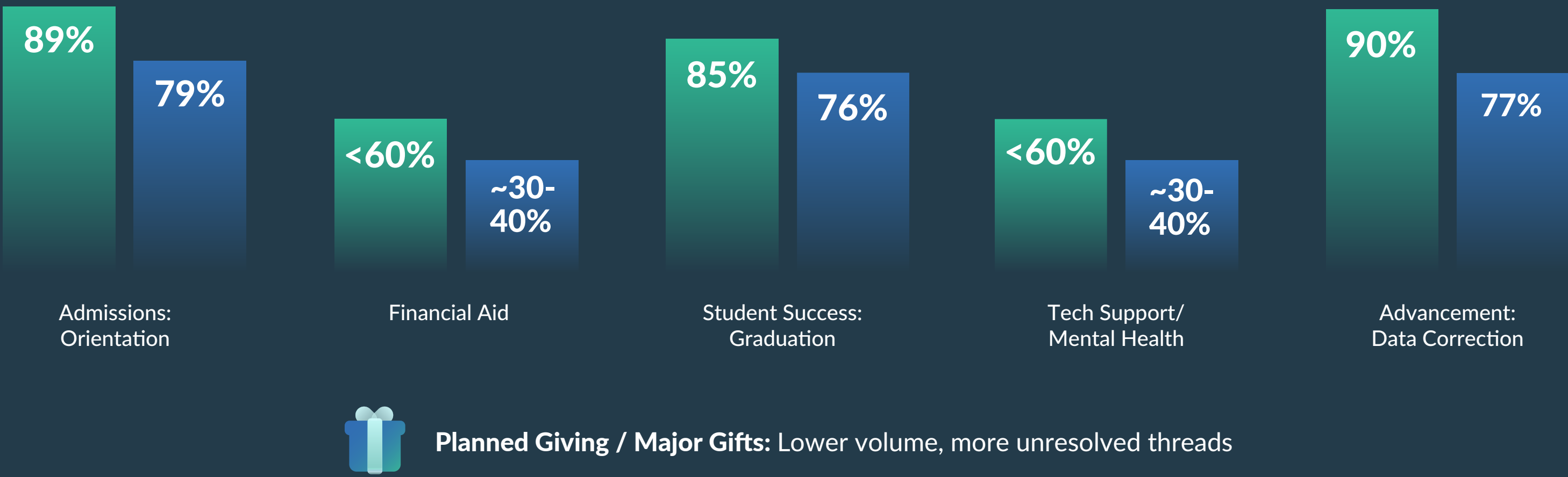
## Instantly See Which Conversations Need Your Attention

The Mongoose Benchmark Reports reveal clear resolution patterns across teams. These insights show why visibility into resolution matters, and how your institution can take action with Mongoose’s Conversation Intelligence Dashboard.

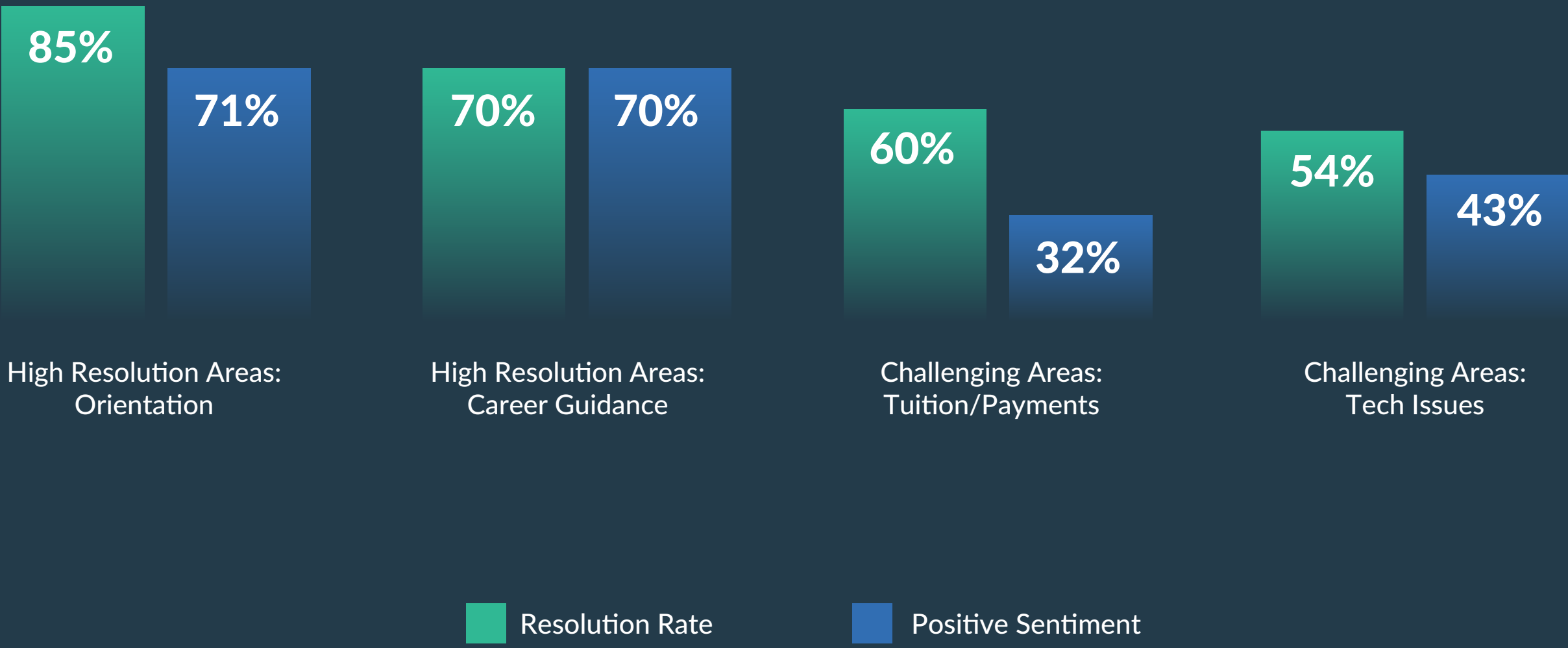
The **Conversation Resolution** feature makes it easier than ever to see which conversations are resolved, responded to, or still open, so no prospect, student, alum, or donor gets left hanging.



### 4-Year Institutions



### 2-Year Institutions (Community & Technical Colleges)



## Resolution matters more than activity.

Resolution has more impact than activity. With Mongoose’s Conversation Resolution feature, teams can act on unresolved conversations in real time. Explore where your institution stands in the full Benchmark Reports and see how resolution tracking can improve your outcomes.

Download the full Benchmark Reports for 4-Year Institutions  
[landing.hellomongoose.com/2025-benchmark-report-4-year-institutions](https://landing.hellomongoose.com/2025-benchmark-report-4-year-institutions)

Download the full Benchmark Reports for 2-Year Institutions  
[landing.hellomongoose.com/2025-higher-ed-benchmark-report-2-year-institutions](https://landing.hellomongoose.com/2025-higher-ed-benchmark-report-2-year-institutions)