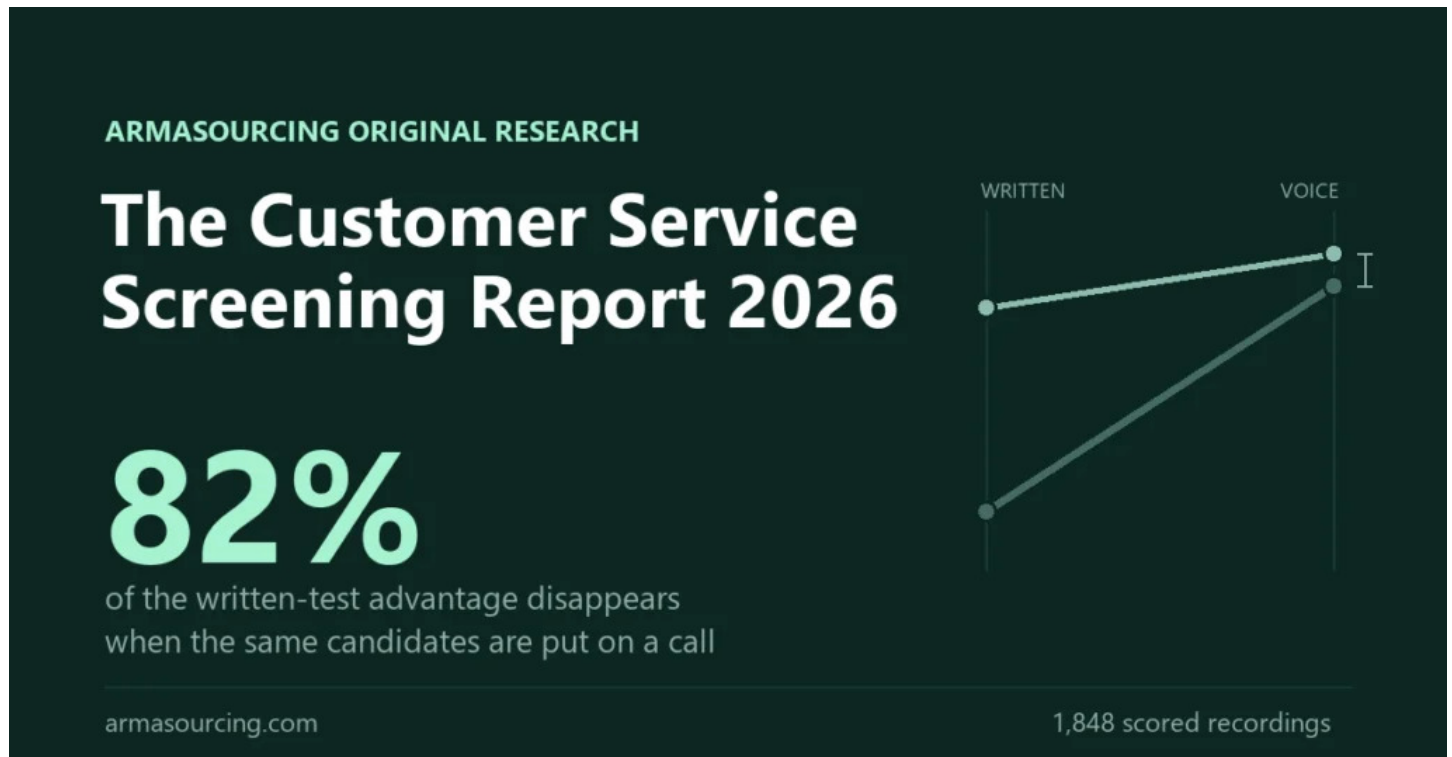


New Hiring Study: 82% of the Advantage on Unproctored Written Tests Disappears When Candidates Speak on a Recorded Call

Analysis of 1,848 voice recordings from 670 customer service applicants finds written assessments rank candidates by tool access, not communication skill



Quezon City, Metropolitan Manila Area Jul 27, 2026 ([Issuewire.com](https://www.issuewire.com)) - Armasourcing, a staffing company that builds customer service teams in the Philippines for United States businesses, today released The Customer Service Screening Report 2026, a first party study of what unproctored written hiring tests actually measure.

The headline finding: candidates who pasted content into a timed written assessment scored 20.9 points higher than candidates who did not. When the same people were evaluated on a recorded voice call, the gap shrank to 3.7 points. In other words, 82.3% of the written test advantage evaporated the moment candidates had to speak. The result held across five statistical specifications, with every version significant at $p < 0.001$.

The study draws on 1,848 scored voice recordings and 699 timed written assessments with full browser telemetry, collected between June 5 and July 27, 2026 during live hiring for customer service roles, primarily a campaign for a United States moving and storage company.

Other findings from the report:

- 36.6% of applicants recorded at least one paste event, and 42.9% switched away from the assessment tab at least once. One in five switched tabs five or more times.

- Written scores rise in a clean dose response with tab switching: candidates who never left the tab averaged 52.9, while those who switched ten or more times averaged 68.7.
- Candidates who pasted spent longer on the test, 28.9 minutes versus 22.7, undercutting the assumption that assessment shortcuts are about laziness.
- On voice, tone was the strongest dimension at 80.0% and grammar the weakest at 68.6%, suggesting warmth survives pressure better than mechanics.
- 33.3% of applicants tested below 25 Mbps download speed, a practical reminder that connectivity screening belongs before the job offer, not after.

"We did not set out to catch cheaters, and this report is not about cheating," said Eli Gutilban, Founder and CEO of Armasourcing. "Candidates used the tools in front of them, and many of the highest paste counts came from people working harder, not less. The uncomfortable conclusion is for employers: if a score changes this much between a browser and a phone call, the score was never measuring the job. For customer service roles, the recorded voice call has to move to the front of the funnel."

The full report is available at: <https://armasourcing.com/customer-service-screening-report/>

About Armasourcing: Armasourcing recruits, screens, and manages Filipino virtual assistants and customer service representatives for businesses in the United States. Its screening pipeline combines timed written assessments, browser telemetry, and rubric scored voice recordings, the same dataset that powers this report. Learn more at <https://armasourcing.com>.

Media contact Eli Gutilban, Founder and CEO eli@armasourcing.com

Media Contact

Armasourcing

*****@armasourcing.com

09954368153

Tower 5, Trees Residences, Quezon City, 1121 Metro Manila

<https://armasourcing.com/>

Source : <https://armasourcing.com/>

[See on IssueWire](#)