



FIZZ 的优势

The present document is only a summary of important or unique features in FIZZ. Feel free to contact us for any additional question or clarification need, or questions about specific applications.

The range of FIZZ solutions is unique because in addition to fully computerized solutions it includes also a paper-based solution with fully automatic data collection. As it requires no hardware at all on the respondent side, this is a very valuable option because it allows collecting data automatically with no limitation on the test location or the number of respondents.

All FIZZ solutions include the most complete set of features for sensory and consumer tests, including test design, data collection, integrated analysis tools, and full database management.

本文档是对 FIZZ 的重要或独特特性的一个总结。如有任何其他问题或澄清需求，或有关具体应用的问题，请随时与我们联系。

FIZZ 解决方案的范围是独特的，因为除了全电脑化解决方案，它还包括一个基于纸张的解决方案，全自动数据收集。这是一个非常有价值的选择，应答方完全不需要硬件，它可以自动收集数据，而且不限制测试位置或应答者的数量。

所有 FIZZ 解决方案都包括最完整的感官和消费者测试功能，包括测试设计、数据收集、集成分析工具和完整的数据库管理。

The flexibility of FIZZ and its power are unique

FIZZ 独特的灵活性和功能

The flexibility and power of FIZZ allows handling every kind of sensory test or consumer test, with any combination of questions.

FIZZ 的灵活性和强大功能允许处理各种感官测试或消费者测试，以及各种问题的组合。

Test/Questionnaire construction

测试/调查问卷结构

Free design of the questionnaires

自由的问卷设计

Flexible layout of your test screens, allows combining different questions and question types on the same screen. Includes of course forced answers to guarantee to get the answer, timers to force waiting times and/or automate continuation after a given time.

Wide limits: for profile tests for example, 250 samples, 250 attributes, and up to 5000 answers (samples times attributes overall) per respondent. No limit for the number of respondents.

可灵活布局测试屏幕，可以将不同的问题和问题类型结合在同一屏幕上。

当然包括确保得到答案的强制回答，设定等待时间的计时器/或在给定时间后自动继续。

广泛的限制:例如，对于测试，每个应答者有 250 个样本、250 个属性和多达 5000 个答案(样本乘以属性)。应答者数量不限。

Reusable elements

可重复使用的元素

All elements (screens, attribute lists, specific designs...) can be reused in any subsequent test.

Complete tests can also be copied to get a new test after changing only the variable information (usually the samples, their presentation design and the sample codes). This allows working from a library of standard test models.

所有元素(屏幕、属性列表、特定设计……)都可以在后续的测试中重用。

在只更改变量信息(通常是样本、演示设计和样本代码)之后, 还可以复制完整的测试以获得新的测试。可在标准测试模型库中运行。

Collect any type of data using any kind / combination of questions.

可使用任何种类/组合的问题来收集各种类型的数据

All tests supported: Difference tests (pair, duo-trio, triangle, two-out-of five,..), hedonic, just about right, descriptive profiling, ranking tests, multiple choice questions, hierarchical multiple-choice questions, comments, presentation of multimedia (pictures, sounds, video) in relation with samples for concept testing for example, Sorting Tasks, Napping (Perceptual Mapping), combined napping and sorting, Progressive profiling, Time-Intensity tests (single or multiple scales), TDS (Temporal Dominant Sensations). In fact, we often integrate new kinds of tests to allow our clients using FIZZ for their data collection and their exploration of new techniques. Actually, that's how TDS was Developed!

Other types of data: we have developed interfaces for some clients for special Time-Intensity input devices.

The definition for scales allows all types of scales and labeling: open linear scales, structured linear scales, category scales (like 7- or 9-point scales for example), button scales (for in-out tests for example), just-about-right scales (linear or check-boxes), labeled magnitude scales. Scales can be associated freely defined ticks and/or anchor words, scales or buttons can be colored, and direct keyboard input can also be used instead of scales for magnitude estimation. And of course, you can combine and intersperse scoring questions with other types of questions (CATA, comments,)

Categorize open-ended questions: Of course, you can collect the answers to open-ended questions. But to make the answers really useful they cannot only be listed, but also categorized interactively on screen. These new "answers are then stored together with the other answers of the taster or consumer, and can be used for further analyses. This is possible both for open-ended answers typed by the respondent on the test computer, or for answers written on the paper form by the consumer with FIZZ Forms.

可支持的测试: 差异测试(成对的, 两个/三个的, 三角的, 五分之二), 快乐的, 正确的, 描述性的, 排名测试, 多项选择题, 分层多选题, 评论, 概念测试中与样本相关的多媒体展示(图片、声音、视频), 例如, 分类任务, Napping(认知图表), Napping 和排序相结合, 逐步剖析, Time-Intensity 测试(单个或多个 scales), TDS(Temporal Dominant Sensations)。事实上, 我们经常集成新的测试类型, 以允许我们的客户使用 FIZZ 进行数据收集和新技术的探索。实际上, TDS 就是这样发展的!

其他类型的数据: 我们为一些需要特殊的时间强度输入设备的客户开发了接口。

Scales 的定义允许所有类型的 scales 和标记: 开放型的线性 Scales、结构化的线性 Scales、类别 Scales(例如 7 或 9 点 Scales)、按钮 Scales(例如用于 in-out 测试)、just-about-right Scales(线性或复选框)、标记量级 Scales。Scales 可以与自由定义的 Ticks 和/或锚点单词相关联, Scales 或按钮可以着色, 还可以使用键盘直接输入来代替 Scales 进行量级估计。当然, 您可以将评分问题与其他类型的问题(CATA、comments、)组合并穿插在一起。

分类开放式问题: 当然, 你可以收集开放式问题的答案。但为了得到真正有用的答案, 它们要不仅仅可以列出, 而且还可以在屏幕上交互式地分类。这些新的答案与品尝者或消费者的其他答案一起存储, 可用于进一步的分析。对于被调查者在测试计算机上键入的开放式答案, 或者消费者使用 FIZZ Forms 在纸上填写的答案, 这都是可能的。

Unicode support

Unicode 支持

Through the support of Unicode FIZZ allows using any language, including complex languages like for example Asian languages (Chinese, Hindi, Japanese, Korean, Thai..) but also right to left languages like Arabic or Hebrew. This allows designing the questionnaires in any language, and also allows the judges to answer open-ended questions in any language.

通过对 Unicode 的支持, FIZZ 允许使用任何语言, 包括复杂的语言, 比如亚洲语言(汉语、印地语、日语、韩语、泰语), 也可以使用从右到左的语言, 比如阿拉伯语或希伯来语。

这样就可以用任何语言设计问卷, 也可以让评委用任何语言回答开放式问题。

Presentation designs and sample codes

演示设计和样本代码

FIZZ **generates automatically** the sample presentation designs (Williams Latin Squares for example) to obtain different designs every time, but allows also using your own specific designs if needed. These can also be built easily within FIZZ using the tools provided, or be copied from elsewhere and pasted in FIZZ.

In addition to regular tests, FIZZ offers the ability to split samples over several tasting occasions.

FIZZ includes flexible sample code generation and label printing options.

FIZZ 每次都会自动生成样本展示设计(例如 Williams Latin Squares), 以获得不同的设计, 但如果需要, 也允许使用自己的特定设计。也可以使用提供的工具在 FIZZ 中轻松构建这些文件, 或者从其他地方复制并粘贴到 FIZZ 中。

除了常规的测试, FIZZ 还提供了在不同的品尝场合拆分样本的能力。

FIZZ 包括灵活的样本代码生成和标签打印选项。

Pictures, videos, sound, also linked to the products

图片、视频、声音也与产品相关联

FIZZ allows using **multimedia** information in the tests.

This information (picture, video or sound file) can also be **linked to the product/sample** in the database. This allows displaying any sample or product information from the database, respecting the presentation order of the samples. This can be especially useful for consumer tests, concept testing, or package testing for example.

FIZZ 允许在测试中使用多媒体信息。

这些信息(图片、视频或声音文件)也可以关联到数据库中的产品/样本。这允许从数据库中显示任何样本或产品信息，尊重样本的展示顺序。这对于消费者测试、概念测试或测试包尤其有用。

Versatile test execution

通用的测试执行

Run different tests in different booths side by side: just choose the booths to be used when you start a test, and later run other tests in the remaining booths.

Chain different tests in the same booths: the judges gets his different tests successively, or you can also allow him to choose the test himself. Tests can even be randomized.

The **supervision window** shows the progress of your panelists in the different booths and the status of each of the current tests: number of judges expected, number of answers already collected...

在不同的展台上并排运行不同的测试：在开始测试时只需选择要使用的展台，然后在剩余的展台上运行其他测试。

在相同的展台上链接不同的测试：评判人依次得到不同的测试，或者你也可以让他自己选择测试，测试甚至可以随机化。

监督窗口会显示各位小组成员在不同展台的进度，以及当前每项测试的状态：预期的评判人人数、已经收集到的答案数量……

Integrated programming possibilities

集成的编程可能性

Sessions can contain programs to ask conditional questions: for example, if the judge has answered right to the triangle test, then send a given question or screen. But this can go far beyond that simple example.

Programs can also be used (with our assistance of course) to incorporate special functionalities, .

会话可以包含提问有条件的问题的程序：例如，如果评判人在三角测试中答对了，然后发送一个给定的问题到屏幕。但实际将远远超出了这个简单的例子。

程序也可以用于(当然在我们的帮助下)加入特殊功能。

Unmatched combination of data collection methods available

无可匹敌的数据收集方法组合

FIZZ is available in a fully computerized version for the sensory laboratory, which can be competed by portable licenses to do also tests remotely on laptops for example for point-of -sale interviews. The web-based data collection allows respondents to answer from their web-browser from any place, and the paper-based version allows reading answers from paper questionnaire using a scanner. This allows the widest range of applications, and covers the whole range of data collection situations.

FIZZ 是用于感官实验室的全电脑化版本，它可以通过便携式许可证进行竞争，也可以在笔记本电脑上进行远程测试，例如 point-of -sale 面试。基于 web 的数据收集，回答者可从他们的网络浏览器，从任何地方回答，而基于纸质的版本则可以使用扫描仪从纸质问卷中阅读答案。适用于最广泛的应用，并涵盖了所有范围的数据收集情况。

FIZZ Network

Tasters answer on networked computers in the booths. This is the ideal version for classical sensory testing and also other Central Location Tests. The license is based on the number of taster stations, which can also be portable stations.

FIZZ Network is more flexible compared to the competition, in that it allows running different tests side by side in your booths, and also chaining tests in order to have the judges performing them one after the other.

品尝者在展台里的联网电脑上回答问题。这是经典感官测试和其他中心位置测试的理想版本。许可证是基于 taster stations 的数量，也可以是便携式的 stations。

相较而言，FIZZ Network 更加灵活，它允许在您的展台上并排运行不同的测试，并将测试链接起来，以便让评判人一个接一个地进行测试。

FIZZ Forms

It is important to note that a full-featured **paper-based version**, FIZZ Forms, is also available. This solution allows using paper forms and automatically scanning them. As it requires no hardware at all on the respondent

side, this is a very valuable option because it allows collecting data automatically with no limitation on the test location or the number of respondents.

FIZZ Forms is used daily by hundreds of consumers worldwide, for sensory and consumer tests, especially in situations where paper questionnaires cannot easily be replaced: Hall Tests with many simultaneous respondents, Home Use Tests... Aside the paper forms scanning, FIZZ Forms features the same handling as the other FIZZ versions, and full compatibility for results and other elements.

值得注意的是，还有一个全功能的纸质版本，FIZZ Forms。这个解决方案可使用纸质表单并自动扫描。这是一个非常有价值的选择，因为应答方完全不需要硬件，允许自动收集数据，而且不限制测试位置或应答者的数量。

全球数以百计的消费者每天使用 FIZZ Forms 进行感官和消费者测试，特别是在纸质问卷无法轻易替换的情况下:许多应答者同时参与的大堂测试、家用测试……除了纸张表单扫描之外，FIZZ Forms 还具有与其他 FIZZ 版本相同的处理方式，并且完全兼容结果和其他元素。

FIZZ Portable

Our portable solution, called FIZZ Portable and allows distributing the same sessions as FIZZ network over e-mail for example to run them remotely (Point-Of-Sale Tests, Home Use Tests, Mail tests, Remote sensory panels...).

我们的便携式解决方案称为 FIZZ portable，它允许通过电子邮件分配与 FIZZ Network 相同的会话，以远程运行它们(销售点测试、家庭使用测试、商场测试、远程感官小组……)。

FIZZ Web

The web solution called FIZZ Web allows publishing the same sessions as FIZZ Network on a web server. The judges connect using a web browser to answer the test, on PCs, tablets, smartphones.

名为 FIZZ web 的 web 解决方案允许在 web 服务器上发布与 FIZZ Network 相同的会话。评判人通过网络浏览器在个人电脑、平板电脑和智能手机上完成了测试。

Full compatibility across versions

可完全兼容不同的版本

Most of the features are identical, and the results are compatible across the different FIZZ versions. Test definitions are identical between versions with on-screen questionnaires (FIZZ Network, FIZZ Portable, and FIZZ Web). There are a few obvious differences between paper questionnaires in FIZZ Forms and on-screen questionnaires, for example time-related tests like Time-Intensity or DTS are not possible on paper.

All our FIZZ solutions are followed and maintained over time.

All our versions evolve rapidly not only to incorporate the advances or sensory and consumer science, but also to support the evolution of operating systems and hardware. They are compatible with all current versions of Windows. FIZZ is also used on Windows Remote Desktop Services, Citrix, VMware, with virtual servers and PCs..

大多数特性是相同的，结果在不同的 FIZZ 版本之间也是兼容的。不同版本的屏上问卷(FIZZ Network、FIZZ Portable 和 FIZZ Web)的测试定义是相同的。FIZZ Forms 的纸质问卷与屏幕上的问卷有一些明显的区别，例如时间强度或 DTS 等与时间相关的测试在纸质问卷上是不可能的。

我们会对所有的 FIZZ 解决方案跟进和维护。

我们所有的版本都在快速发展，不仅是为了融合先进的感官和消费科学，也是为了支持操作系统的升级和硬件的发展。FIZZ 软件可与当前所有版本的 Windows 兼容，也用于 Windows 远程桌面服务，Citrix, VMware，虚拟服务器和 PC。

Unique integrated database

独一无二的集成数据库

Integrated database: project, sample, judge/consumers, and result management

集成数据库：项目、样本、评判人/消费者，结果管理

Typically, a test has its own result file that you analyze. In addition to that the database stores all information together, allowing an overall look at your sensory activity.

The database contains test, product/sample and judge information, judge participations, and all answers collected from the tests. This includes for example project, client, requester, location... for the tests, production date, formula, storage type, purchase location... for samples, product type, category, family, brand... answers to scoring questions (profiles for example), comments, discrimination tests, CATA, and all other answers collected

You can then browse and do data mining on all this information: you will be able for example to browse your tests, looking at the judges and samples that participated, or conversely browse the judges and see how many tests they have done, and also apply filters (by test type or project for example) to these lists. You can create and reuse queries to obtain and report information like for example judge attendance (can be used to pay or reward them), product/sample evaluations, product evolution over time, judge performance.

The database includes a complete judge / consumer management system that stores all information about the judges or consumers, including demographic information (gender, professional category, birth date, number of children...), contact information (phones, e-mail, address,...) and also consumption information (products consumed or not, allergies, shopping location,...), and availabilities.

The consumer recruitment process can be greatly streamlined by using FIZZ sessions or paper forms to collect the data and transfer them into the database.

All this information can be used as selection criteria to select the suitable panels for any of your projects. These judges can then be invited and their participation can of course be tracked.

The information in the database can be used not only from FIZZ but also exported, or queried (mined) directly from elsewhere, for example statistical packages.

We recommend a client-server database system, especially MS SQL Server (or MS SQL Server Express). Oracle is also supported.

通常，测试后会生成结果文件供您分析。此外，数据库将所有信息存储在一起，从而可以全面查看您的感官活动。数据库包含测试、产品/样本和评判人信息、评判人参与情况，以及从测试中收集的所有答案。这包括例如项目、客户、请求者、测试地点、生产日期、配方、储存类型、购买地点……例如样本、产品类型、类别、家庭、品牌……评分问题的答案(例如档案)、评论、差异测试、CATA，以及收集的所有其他答案。

您可以对所有这些信息进行浏览和数据挖掘：例如您可以浏览您的测试，看参与的评判人和样本，或浏览评判人看他们做了多少次测试，用过滤器筛选列表(例如通过测试类型或项目)。您可以创建和重用查询来获取和报告信息，例如评判人的出勤率(可以用来支付或奖励他们)、产品/样本的评估、产品的革新、评判人的表现。

数据库包含一个完整的评判人/消费者管理系统，存储所有评判人或消费者的信息，包括人口统计信息(性别、专业类别、出生日期、孩子的数量等)，联系方式(电话、电子邮件、地址等)以及消费信息(是否消费产品，过敏，购物地点等)和可用性。

通过使用 FIZZ 会话或纸质表单收集数据并将其传输到数据库，可以大大简化消费者招募过程。

所有这些信息都可以用作选择标准，为您的项目选择合适的人选。邀请评判人，并对他们的参与进行跟踪。

数据库中的信息不仅可以从 FIZZ 中使用，还可以从其他地方，例如统计包，直接导出或查询(挖掘)。

我们推荐“客户-服务器”数据库系统，特别是 MS SQL Server(或 MS SQL Server Express)。也支持 Oracle。

Integrated analysis tools: varied and powerful

集成化的分析工具：种类繁多，功能强大

FIZZ includes the largest set of typical analysis tools and presentation-ready graphs. This allows immediate analysis and representation of the results right after the test (immediate discussion with the tasters for example), without any further data handling.

FIZZ 包括一组最大的典型分析工具和现成可展示的图形。在测试之后，不需要进一步的数据处理，便可立即分析和展示结果(例如与品尝者的即刻讨论)。

Integrated graphs

集成化的图表

You obtain presentation-ready graphs. All fonts, titles, title positions, background (plain, gradient, or even picture), line color and thickness,... can be customized, and also saved as standard settings.

This applies to all graphs: curves of scores, bar charts, distribution graphs, box-whisker plots (where clicking on the outliers shows their name), PCA, cluster dendrograms....

您将获得现成的可展示的图表。所有字体，标题，标题位置，背景(纯色，渐变，甚至图片)，线的颜色和粗细等都可以自定义，也可以保存为标准设置。

这适用于所有图表：分数曲线、柱状图、分布图、须盒图(点击异常值显示其名称)、主成分分析、聚类树状图……

Integrated analyses

集成化的分析

FIZZ offer a very wide set on analysis tools, suitable for most of the standard needs for sensory analysts, for example:

- Difference tests: alpha and beta risks for difference and similarity testing. Extended tests.
- Ranking tests: Friedman and Page tests. Even Friedman test on Balanced Incomplete Block Designs.
- Multiple choice questions: counts, frequencies, Chi-Square tests. Bar charts and pie charts. You can also categorize open-ended questions before analyzing them like multiple-choice questions.
- Profiles:
 - score tables, descriptive statistics tables, bar charts and curves of scores
 - spiders, profiles
 - distribution analysis: Chi-squared, KS tests, bar charts. Also, custom grouping like for top-boxes or top-scores for example.
 - Student T-test

- ANOVA with up to 3 factors and repetitions. Many multiple mean comparison tests: L.S.D., Bonferroni, Scheffé, Tukey, Duncan, Newman-Keuls, Dunnett. Customizable summary table showing the product effect and the group letters for all attributes at once
- Non-parametric tests: Friedman, Wilcoxon, Mann-Whitney, Kuskal-Wallis, McNemar, Cochran
- Multivariate analyses: PCA, Horizontal PCA with different kinds of weightings (MFA, STATIS...) FCA, Discriminant analysis, Ascending Cluster Analysis
- Preference Mapping: Internal and External
- TDS and TI

FIZZ 提供了非常广泛的分析工具，适用于大多数标准需求的感官分析，例如：

- 差异测试：差异和相似测试的 alpha & beta 风险。扩展测试。
- 排名测试：Friedman 和 Page 测试。甚至对平衡不完全区组设计的 Friedman 测试。
- 多项选择题：计数、频率、卡方检测。柱状图和饼状图。你也可以像分析多项选择题一样，在分析开放型问题之前对它们进行分类。
- 概要文件：
 - 分数表，描述性统计表，柱状图和分数曲线
 - Spiders，概要文件
 - 分布分析：卡方检测，KS 检测，柱状图。还有自定义分组，比如 top boxes 或 top scores。
 - Student T-test
 - 多达 3 个因素和重复的方差分析。多重比较测试：L.S.D, Bonferroni, Scheffé, Tukey, Duncan, Newman-Keuls, Dunnett。可定制的汇总表，一次性显示产品效果和所有属性的组字母
 - 非参数检验：Friedman, Wilcoxon, Mann-Whitney, Kuskal-Wallis, McNemar, Cochran
 - 多变量分析：主成分分析、不同权重的水平主成分分析(MFA, STATIS, ...)、FCA、判别分析、上行聚类分析
 - 偏好映射：内部和外部
- TDS 和 TI

Usability of the graphs and results

图表和结果的用途

Several graphs can be printed per page. You can copy and paste them elsewhere (bitmap or preferably vector format). Copy/paste also statistical results.

Both graphs and results can also be saved into the same document to be used later in Word for example.

每页可以打印几个图表。您可以复制和粘贴到其他地方(位图或最好的矢量格式)。可复制/粘贴统计结果。

图形和结果也可以保存到同一个文档中，以便稍后在 Word 中使用。

Automated and customizable data exportation

自动化和可定制的数据输出

The user can customize the content and format of the exportation, and even define which application should be started. Once this is done a few clicks export the data and open them automatically in the destination software (Excel, PanelCheck, SensoMineR for example).

The database (see corresponding paragraph) also allows extracting any set of data to transfer results to other software packages. You may even do the queries directly from other packages.

用户可以自定义输出的内容和格式，甚至可以定义应该启动的应用程序。完成之后，单击几下即可导出数据，并可在目标软件(例如 Excel、PanelCheck、SensoMineR)中自动打开它们。

数据库(见对应段落)还允许提取任何数据集，将结果转移到其他软件包。您甚至可以直接从其他包执行查询。

Attractive license conditions and pricing

极具吸引力的许可条件和价格

Our license conditions are very flexible: when you have a FIZZ license on your site, FIZZ can be used on any other computer on that site, except for the data collection. This allows having several users preparing tests and analyzing results at the same time, with no additional seat or analyst licenses necessary.

The pricing for FIZZ Network depends on the number of tasting booths to be used.

The pricing of FIZZ Portable depends either on the number of data collection stations to be used or the yearly number of respondents.

The pricing for FIZZ Web also depends on the yearly number of respondents.

Our prices include the license, a 6 months full support period including upgrades, and two days for installation and training.

After the initial free support period, we propose our inexpensive service contract, which includes full support (hot-line, e-mail,..), and all software upgrades.

Academic pricing conditions apply to our licenses and support contract and are available for universities, schools, and other educational institutions.

Please contact us for pricing information or quotations.

我们的许可条件非常灵活：当您的站点中有 FIZZ 许可时，FIZZ 可以用于该站点上的任何其他计算机，数据收集除外。这允许多个用户同时准备测试和分析结果，而不需要额外的席位或分析师许可证。

FIZZ Network 的价格取决于要使用的品尝展台的数量。

FIZZ Portable 的价格取决于使用的数据收集站的数量或每年的应答者的数量。

FIZZ Web 的定价也取决于每年的应答者数量。

我们的价格包括许可证、6 个月的支持期(包括升级)以及两天的安装和培训。

在最初的免费支持到期后，我们可提供质优价廉的服务合同，其中包括全面的支持(热线、电子邮件等)和所有的软件升级。

学术定价条件适用于我们的许可和支持合同，并可用于大学、学校和其他教育机构。

请联系我们获取价格信息或报价。

Unique network of distributors – Regional support anywhere worldwide

独一无二的经销商网络-来自世界各地的支持

There are over 1000 licenses of the different versions of FIZZ used at over 800 sites in 61 countries.

We have several distributors who are fully competent to handle sales and support close to the final user. This minimizes the time difference for support (Mexico for the Americas, Singapore for South-Eastern Asia and China, Sydney for Australia and New-Zealand, and Tokyo for Japan) but also optimizes the language communication: for example support in English from any site, in Spanish from Mexico for Latin America, in Chinese from Singapore, in Japanese from Japan, and obviously in French from France.

The competence, availability and efficiency of our support team are highly praised among our clients.

在 61 个国家的 800 多个站点中，有超过 1000 个 FIZZ 不同版本的许可证。

我们有几家完全有能力处理接近最终用户的销售和支持的分销商。最小化时差的支持(美洲的墨西哥，东南亚的新加坡，中国，澳大利亚悉尼，新西兰，日本东京)，还优化了语言交流：支持英语，西班牙语，汉语，日语，还有法语。

我们支持团队的能力、实用性和效率得到了客户的高度赞扬。