communication® director

Feature-Rich and Customizable To Meet Your Needs

✅ Included   ➕ Available Add-On Module   ➖ Not Available

FEATURE COMPARISON	Version 3.x	Version 4.0	Version 4.1	Version 4.2
Paperless Desktop Faxing				
Fax from Windows applications	✅	✅	✅	✅
Cover page options	✅	✅	✅	✅
User/personal phone book	✅	✅	✅	✅
On-demand faxing directly from MEDITECH Expanse	➖	✅	✅	✅
Fax directly from Epic (on-demand and automated)	➖	➕	➕	➕
Force the use of a cover page	➖	➖	✅	✅
Share phone books between users	➖	➖	✅	✅
Confirmation of successful deliveries via printer	➖	✅	✅	✅
Confirmation of successful deliveries via email *New in 4.2*	➖	➖	➖	✅
Email-to-fax from an email client *New in 4.2*	➖	➖	➖	➕
Inbound Fax Management				
Automatic, intelligent routing of inbound faxes	➕	➕	➕	➕
Route inbound faxes based on the number dialed	➕	➕	➕	➕
Route inbound faxes to email, network print or network folder	➕	➕	➕	➕
Route inbound faxes based on the sender's number	➖	➕	➕	➕
Cloud-based faxing for inbound fax management	➖	➖	➕	➕
Automated, Outbound Report Distribution				
Automatic, nightly recipient updates from MEDITECH	✅	✅	✅	✅
SmartRoute technology automatically determines if, how, and when to deliver reports	➕	➕	➕	➕
Automated delivery of internal and downtime reports	➖	➖	➖	➕

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Alerting and Notifications				
Notification of failed deliveries via printer	✓	✓	✓	✓
Monitor, detect and alert for critical issues	⊕	⊕	⊕	⊕
Notification of failed deliveries via email	⊖	⊖	✓	✓
Telephony				
Traditional phone lines	✓	✓	✓	✓
FoIP (Fax over IP)	✓	✓	✓	✓
Cloud-based faxing	⊖	⊖	⊕	⊕
Hybrid of traditional, FoIP and cloud-based faxing	⊖	⊖	⊕	⊕
Input Options				
ASCII	✓	✓	✓	✓
PostScript	⊖	✓	✓	✓
PCL	⊖	⊕	⊕	⊕
Readable PDFs	⊖	⊕	⊕	⊕
FCL	⊖	⊕	⊕	⊕
Non-readable PDFs (delivery information extracted from a paired file or file path) *New in 4.2*	⊖	⊖	⊖	⊕
Multifunction printer (MFP) *New in 4.2*	⊖	⊖	⊖	⊕
Email client *New in 4.2*	⊖	⊖	⊖	⊕
Delivery Modules				
Fax	✓	✓	✓	✓
Email	⊕	⊕	⊕	⊕
Secure file transfer and file copy	⊕	⊕	⊕	⊕
Network print	⊕	⊕	⊕	⊕
SFTP deliveries *New in 4.2*	⊖	⊖	⊖	⊕

FEATURE COMPARISON	Version 3.x	Version 4.0	Version 4.1	Version 4.2
Auditing and Analytics				
Troubleshoot, view and monitor system activity and deliveries	✓	✓	✓	✓
Quick search	✓	✓	✓	✓
Intermediate search	✓	✓	✓	✓
Advanced search	✓	✓	✓	✓
Dashboards	⊖	✓	✓	✓
Live quick search	⊖	⊖	✓	✓
Ability to save searches	⊖	⊖	✓	✓
Volume and failed deliveries data export option *New in 4.2*	⊖	⊖	⊖	✓
Usability				
Browser-based design	⊖	✓	✓	✓
Collapsible left-hand menu *New in 4.2*	⊖	⊖	⊖	✓
Option to view multiple Workgroup Phone Books in DesktopFax *New in 4.2*	⊖	⊖	⊖	✓
Re-order saved searches *New in 4.2*	⊖	⊖	⊖	✓
Help Tab with links to the Customer Portal to create and monitor cases *New in 4.2*	⊖	⊖	⊖	✓
Support				
Chrome	⊖	⊖	✓	✓
Microsoft Edge	⊖	⊖	✓	✓
Microsoft Windows 11 *New in 4.2*	⊖	⊖	⊖	✓
Microsoft Windows Server 2022 *New in 4.2*	⊖	⊖	⊖	✓
SQL Server 2022 *New in 4.2*	⊖	⊖	⊖	✓
Delivery Handling				
Mark failed deliveries as handled	⊖	⊖	✓	✓
Redirect deliveries to any available delivery module	⊖	⊖	✓	✓

![communication director]

New add-on modules only available on version 4.2

Communication Director 4.2 includes performance, scalability, and user interface enhancements, along with new add-on modules only available with 4.2:

Email-to-Fax from MFP	Email-to-Fax from Email Clients	DeliveryPlus
Easily fax from almost any MFP supporting email-to-fax or ifax/internet faxing. No need for MFP fax hardware, costly per-MFP licensing, or telephone system/line integration to the MFP.	Enjoy a paperless and streamlined email-to-fax workflow from popular email clients.	Automate the delivery of internal and downtime reports from almost any source to the correct recipient via email, SFTP, or network print. Sending a daily census report to the leadership team or the daily new-hire report to HR has never been easier.

For more information, or to upgrade to version 4.2, visit
www.forwardadvantage.com/cds-4-platform

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