

(Rev. 6-93)
OMB No. 0651-0011 (exp. 4/94)
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ed original documents or copy thereof.

To the Honorable Commissioner of Paten

med 2/12/99

1. Name of conveying party(ies):

Mark Shaw
Ross Rosen

Additional name(s) of conveying party(ies) attached? Yes No

3. Nature of conveyance:

- Assignment Merger
- Security Agreement Change of Name
- Other _____

Execution Date: 12/10/98

2. Name and address of receiving party(ies):

Name: Kana Communications, Inc.

Internal Address: _____

Street Address: 87 Encina Avenue

City Palo Alto State CA ZIP 94301

Additional name(s) & address(es) attached? Yes No

4. Application number(s) or patent number(s):

If this document is being filed together with a new application, the execution date of the application is:

A. Patent Application No.(s)

09/193,290

B. Patent No.(s)

Additional numbers attached? Yes No

5. Name and address of party to whom correspondence concerning document should be mailed:

Name: Blakely, Sokoloff, Taylor & Zafman

Internal Address: _____

Street Address: 12400 Wilshire Blvd.

7th Floor

City: Los Angeles State: CA ZIP: 90025

6. Total number of applications and patents involved:

1

7. Total fee (37 CFR 3.41).....\$ 40.00

- Enclosed
- Authorized to be charged to deposit account

8. Deposit account number:

02-2666

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9. Statement and signature.

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

Dag H. Johansen

Name of Person Signing
Reg. No. 36,172

Signature

Date

2/9/99

Total number of pages comprising cover sheet, attachments, and document:

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Mail documents to be recorded with required cover sheet information to:
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Attorney Docket No.: 003838.P002

LJV/ccm (1/31/96)

PATENT
REEL: 9768 FRAME: 0458

No.: 003838.P002 (For Execution After Filing Patent Application)

In consideration of good and valuable consideration, the receipt of which is hereby acknowledged, we
the undersigned, Mark Shaw and Ross Rosen

hereby sell, assign, and transfer to Kana Communications, Inc.
a corporation of California, having a principal place of business at
87 Encina Avenue, Palo Alto, CA 94301, ("Assignee"),
and its successors, assigns, and legal representatives, the entire right, title, and interest for the
United States and all foreign countries, in and to any and all improvements that are disclosed in
the application for the United States patent that was filed November 17, 19 98 and assigned
Application No. 09/193,290 and is entitled
Method and Apparatus for Performing Enterprise Email Management

and in and to said application and all divisional applications, continuation applications,
continued prosecution applications, continuation-in-part applications, substitute applications,
renewal applications, reissue applications, reexaminations, extensions, and all other patent
applications that have been or shall be filed in the United States and all foreign countries on
any of said improvements; and in and to all original patents, reissued patents, reexamination
certificates, and extensions that have been or shall be issued in the United States and all
foreign countries on said improvements; and in and to all rights of priority resulting from the
filing of said United States application;

agree that said Assignee may apply for and receive a patent or patents for said
improvements in its own name; and that, when requested, without charge to, but at the
expense of, said Assignee, its successors, assigns, and legal representatives, to carry out in
good faith the intent and purpose of this Assignment, the undersigned will execute all divisional
applications, continuation applications, continued prosecution applications, continuation-in-part
applications, substitute applications, renewal applications, reissue applications, reexaminations,
extensions, and all other patent applications on any and all said improvements; execute all
rightful oaths, assignments, powers of attorney, and other papers; communicate to said
Assignee, its successors, assigns, and representatives all facts known to the undersigned
relating to said improvements and the history thereof; and generally assist said Assignee, its
successors, assigns, or representatives in securing and maintaining proper patent protection
for said improvements and for vesting title to said improvements, and all applications for
patents and all patents on said improvements, in said Assignee, its successors, assigns, and
legal representatives; and

covenant with said Assignee, its successors, assigns, and legal representatives that no
assignment, grant, mortgage, license, or other agreement affecting the rights and property
herein conveyed has been made to others by the undersigned, and that full right to convey the
same as herein expressed is possessed by the undersigned.

Date: 12/10, 19 98 Mark R Shaw

Name: Mark Shaw

Date: 12/10, 19 98 Rosen

Name: Ross Rosen

Date: _____, 19 ____

Name: _____

Date: _____, 19 ____

Name: _____

Date: _____, 19 ____

Name: _____

Date: _____, 19 ____

Name: _____

State of: _____ }

County of: _____ }

Assignment Document Return Address:
SS. BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP
12400 Wilshire Blvd., Seventh Floor
Los Angeles, California 90025-1026
(408) 720-8598

On this _____ day of _____ 19 __, before me, _____,
the undersigned Notary Public, personally appeared _____

[] personally known to me [] proved to me on the basis of satisfactory evidence to
be the person(s) whose name(s) subscribed to the within instrument, and
acknowledged that executed it.

WITNESS my hand and official seal.

Notary's Signature