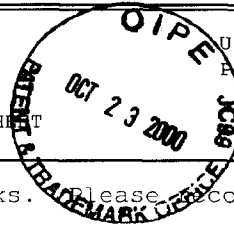


11-29-2000



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RECORDATION FORM COVER SHEET
PATENTS ONLYU.S. DEPARTMENT OF COMMERCE
Patent and Trademark Office

To the Honorable Commissioner of Patents and Trademarks. Please record the attached original documents or copy thereof.

1. Name of conveying party(ies):

Douglas K. Warner
Michael A. Myer

Additional name(s) of conveying party(ies) attached?

☐ yes ☒ no

2. Name and address of receiving party(ies)

Name: RightNow Technologies, Inc.

Internal Address:

Street Address: 77 Discovery Dr.
P.O. Box 9300

3. Nature of Conveyance:

☒ Assignment ☐ Merger
☐ Security Agreement ☐ Change of Name
☐ Other:Execution Date: July 13, 2000
& July 14, 2000City State Zip
Bozeman Montana 59718-9300

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)

09/549,669

B. Patent No(s).

Additional numbers attached? ☐ Yes ☒ No

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

Dorsey & Whitney, L.L.P.
1001 Pennsylvania Avenue, N.W.
Washington, D.C. 200046. Total number of applications and patents involved: 17. Total Fee (37 CFR 3.41): \$ 40.00
☒ Enclosed. Please charge any underpayment in connection with this Assignment to Deposit Account No. 04-1425☐ Authorized to be charged to Deposit Account

8. Deposit Account No.

(Attach dupl. copy of this page if paying by Deposit Account)

DO NOT WRITE IN THIS SPACE

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.

Name Lance Vietzke Reg. No. 36,708October 23, 2000
DateTOTAL NUMBER OF PAGES INCLUDING COVER SHEET, ATTACHMENTS, AND DOCUMENT: 4

**Assignment of Rights, Title and Interest in Invention
(Multiple inventors; single assignee)**

Docket No.
5481

This is an Assignment of the following rights, title and interest: (check all that apply):

- ☒ *United States of America rights, title and interest in the invention*
☒ *Foreign rights, title and interest in the invention*
☒ *United States Patent Application Serial No.* 09/549,669

Date of Execution: _____

Date of Filing: April 14, 2000

- ☐ *United States Provisional Patent Application Serial No.* _____
☐ *United States Patent No(s).* _____
☐ *International (PCT) Patent Application Serial No.* _____
☐ *Other (specify)* _____

Title of the Invention

IMPLICIT RATING OF RETRIEVED INFORMATION IN AN INFORMATION SEARCH SYSTEM

Inventors (assignors)

<i>Name</i>	<i>Address</i>
Douglas K. Warner	9717 Cougar Drive, Bozeman, Montana 59718
Michael A. Myer	3011 Trail Creek Road, Bozeman, Montana 59715

Assignee

<i>Name</i>	<i>Address</i>
RightNow Technologies, Inc.	77 Discovery Dr., P.O. Box 9300, Bozeman, MT 59718-9300

**Assignment of Rights, Title and Interest in Invention
(Multiple inventors; single assignee)**

Docket No.
5481

Whereas, we, the above-identified Inventors, have invented certain new and useful improvements in the Invention identified above and described in the above-identified patent application(s) and/or patent(s) (hereinafter referred to as "Invention");

And, whereas we desire to assign our above-identified rights, title and interest in the Invention to the above-identified Assignee;

Now, this indenture witnesseth, that for good and valuable consideration, the receipt whereof is hereby acknowledged;

We hereby assign, sell and transfer our above-identified rights, title and interest in said Invention, said application(s) as identified above, including any divisions, continuations, and continuations-in-part thereof, and in and to any and all Letters Patent of the United States, and countries foreign thereto, which may be granted or have granted for said Invention, and in and to any and all reissues and reexaminations thereof, and in and to any and all priority rights, Convention rights, and other benefits accruing or to accrue to us with respect to the filing of applications for patents or securing of patents in the United States and countries foreign thereto, unto said Assignee;

And we hereby authorize and request the Commissioner of Patents and Trademarks to issue any United States Letters Patent which may issue for said Invention to said Assignee, as assignee of the whole right, title and interest thereto;

And we further agree to sign and execute all necessary and lawful future documents, including applications for foreign patents, for filing divisions, continuations and continuations-in-part of said application for patent, and/or, for obtaining any reissue or reissues of any Letters Patent which may be granted for my aforesaid Invention, as the Assignee or its Designee(s) may from time to time require and prepare at its own expense.

Inventors' Signatures (if Notarization is desired, do not sign here and proceed to next page)

<i>Name</i>	<i>Signature/Date</i>
Douglas K. Warner	
Michael A. Myer	

Assignment of Rights, Title and Interest in Invention
(Multiple inventors; single assignee)

Docket No.

5481

Notarization

(Although notarization is not necessary, it will be considered prima facie evidence of execution pursuant to 35 U.S.C. 261.)

Executed this 19 day of July, in the year 2000
at Bigman, Montana


(Signature of Inventor)

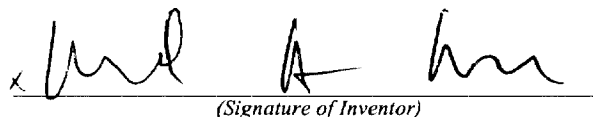
State of Montana

County of Yellowstone

Before me personally appeared Douglas K. Warner
who acknowledged the foregoing instrument to be a free act and deed and also represented that he or she is authorized to
execute the same this 19th day of July, in the year 2000


(Notary Public)

Executed this 13th day of July, in the year 2000
at Bigman, Montana


(Signature of Inventor)

State of Montana

County of Yellowstone

Before me personally appeared Michael A. Myer
who acknowledged the foregoing instrument to be a free act and deed and also represented that he or she is authorized to
execute the same this 13th day of July, in the year 2000


(Notary Public)

Executed this _____ day of _____, in the year _____
at _____

(Signature of Inventor)

State of _____

County of _____

Before me personally appeared _____
who acknowledged the foregoing instrument to be a free act and deed and also represented that he or she is authorized to
execute the same this _____ day of _____, in the year _____

(Notary Public)