

03-07-2001



ay Docket No. RNOT.80303

FORM PTO-1595

RECOR.

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

<p>1. Name of conveying party(ies): James Neal Richter Douglas K. Warner Ganesh Prabu</p> <p>Additional name(s) of conveying party(ies) attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>2. Name and address of receiving party(ies):</p> <p>Name: Rightnow Technologies</p> <p>Internal Address:</p> <p>Street Address: 77 Discovery Drive</p> <p>City: Bozeman</p> <p>State: Montana</p> <p>Zip: 59718-9300</p> <p>Additional name(s) & address(es) attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>3. Nature of Conveyance:</p> <p><input checked="" type="checkbox"/> Assignment <input type="checkbox"/> Merger</p> <p><input type="checkbox"/> Security Agreement <input type="checkbox"/> Change of Name</p> <p><input type="checkbox"/> Other: _____</p> <p>Execution Date: January 9, 2000</p>	

4. Application number(s) or patent number(s): 09/751,934

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

A. Patent Application No.(s):	B. Patent No.(s):
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Additional numbers attached? Yes No

<p>5. Name and address of party to whom correspondence concerning document should be mailed:</p> <p>Name: William B. Kircher</p> <p>Internal Address: Shook, Hardy & Bacon L.L.P. One Kansas City Place</p> <p>Street Address: 1200 Main Street</p> <p>City: Kansas City</p> <p>State: Missouri</p> <p>Zip: 64105-2118</p>	<p>6. Total number of applications and patents involved: 1</p> <p>7. Total fee (37 CFR 3.41) \$40.00</p> <p><input checked="" type="checkbox"/> Enclosed</p> <p><input type="checkbox"/> Authorized to be charged to deposit account</p> <p>8. Deposit Account No.: 19-2112</p> <p>(Attach duplicate copy of this page if paying by deposit account)</p>
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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.

William B. Kircher 2/13/2001

Name of person signing	Signature	Date
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Total number of pages including cover sheet, attachments, and document: 4

Mail documents to be recorded with required cover sheet information to: Box Assignments, Under Secretary of Commerce for Intellectual Property and Director of the U.S. Patent and Trademark Office Washington, D.C. 20231

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PATENT REEL: 011546 FRAME: 0844

ASSIGNMENT

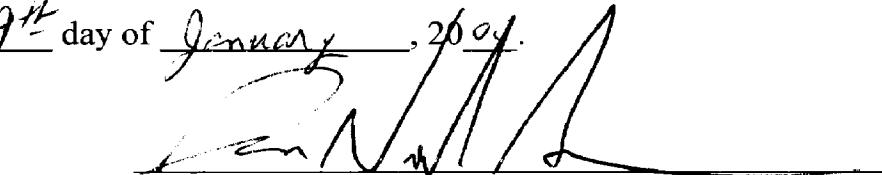
WHEREAS, we, James Neal Richter of 8605 Ricky Drive, in the County of Gallatin, and State of Montana, and Doug Warner, of 9717 Cougar Drive, in the County of Gallatin, and State of Montana, and Ganesh Prabu of 77 Discovery Drive, in the County of Gallatin, and State of Montana have invented certain new and useful improvements in AUTOMATED ADAPTIVE CLASSIFICATION SYSTEM FOR BAYESIAN KNOWLEDGE NETWORKS for which we are about to make application for Letters Patent of the United States; and

WHEREAS, Rightnow Technologies, a corporation duly organized under the laws of the State of Montana, and having its principal place of business at 77 Discovery Drive, County of Gallatin, and State of Montana, is desirous of acquiring an interest in, to and under said invention, said application and any and all Letters Patent which may be granted for or upon said invention in the United States of America and all countries foreign thereto;

NOW, THEREFORE, to all whom it may concern, be it known that for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, we, James Neal Richter, Doug Warner, and Ganesh Prabu, have sold, assigned and transferred, and by these presents do sell, assign and transfer unto said Rightnow Technologies the full and exclusive right, title and interest, throughout the world, in, to and under said invention as fully set forth and described in the specification prepared and executed by us on even date herewith preparatory to obtaining Letters Patent of the United States therefor; in, to and under said application; in, to and under any and all refilings, divisions and continuations of said application; in, to and under any and all Letters Patent of the United States of America which may issue from said application, refilings, divisions and continuations; in, to and under any and all reissues of said Letters Patent of the United States of America; in, to and under any and all applications for Letters Patent upon said invention

which may hereafter be filed in any and all countries foreign to the United States of America; in, to and under any and all refilings, divisions and continuations of said foreign-filed applications; in, to and under any and all Letters Patent of countries foreign to the United States of America, which may issue from the said foreign-filed applications, refilings, divisions and continuations; and in, to and under any and all extensions of, and additions to, said Letters Patent of countries foreign to the United States of America, the same to be held and enjoyed by said Rightnow Technologies for its own use and behoof, and for its successors, legal representatives and assigns, to the full end of the term for which said Letters Patent may be granted, and we do hereby authorize and request the Commissioner of Patents to issue the said Letters Patent in accordance with this assignment.

EXECUTED this 9th day of January, 2004.


James Neal Richter

STATE OF MONTANA :
 : ss.
COUNTY OF GALLATIN:

Before me personally appeared James Neal Richter to me known to be the person described in, and who executed the foregoing instrument, and he duly acknowledged to me that he executed the same for the uses and purposes therein set forth, on the day and year aforesaid.


Notary Public

S E A L

My Commission Expires:

2/12/07

