

Form PTO-1595

(Rev. 03/01) (modified)

OMB No. 0651-0027 (exp 5/31/2002)

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U.S. DEPARTMENT OF COMMERCE

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To the Honorable Commissioner For Patents: Please record the attached original documents or copy thereof:

1. Name of conveying party(ies):

Kana Communications, Inc.

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

☐ Yes☒ No

3. Nature of Conveyance:

☐ Assignment☐ Merger☐ Security Agreement☒ Change of Name☐ Other: _____

Execution Date: June 29, 2001

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

Name: Kana Software, Inc.

Internal Address:

Street Address: 172 Constitution Drive

City: Menlo Park,

State: CA Zip: 94025

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):

09/193,833

B. Patent No.(s):

Additional numbers attached? ☐ Yes ☒ No

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

Name: Daniel R. Brownstone, Esq.

Internal Address: Fenwick & West LLP

Street Address: Silicon Valley Center
801 California Street

City: Mountain View State: CA Zip Code: 94041

6. Total number of applications and patents involved: [1]

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

☐ Check Enclosed☐ Fee Transmittal Enclosed☒ Charge the indicated fees to the below mentioned deposit account.

8. Deposit Account No.: 19-2555

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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.

Daniel R. Brownstone, Reg. No. 46,581

Name of Person Signing



Signature

27 June 2003

Date

Total number of pages including cover sheet, attachments, documents: [3]

Mail documents to be recorded with required cover sheet information to: Mail Stop Assignment Recordation Services, Director of the U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450.

Case Docket No.: 20115-6977

700034826

PATENT 20115/06977/SF/5101839.
REEL: 013768 FRAME: 0778

CH \$40.00 192555 09193833

Jul-05-2001 11:50am From-FENWICK & WEST LLP

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T-542 P.003/003 F-863

State of Delaware
Office of the Secretary of State PAGE 1

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "KANA COMMUNICATIONS, INC.", CHANGING ITS NAME FROM "KANA COMMUNICATIONS, INC." TO "KANA SOFTWARE, INC.", FILED IN THIS OFFICE ON THE TWENTY-NINTH DAY OF JUNE, A.D. 2001, AT 9 O'CLOCK A.M.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE NEW CASTLE COUNTY RECORDER OF DEEDS.



3058359 8100

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Harriet Smith Windsor
 Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 1219538

DATE: 06-29-01

Received 06-24-2001 09:21am From-3026783150

To-FENWICK & WEST LLP Page 002

RECORDED: 06/27/2003

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 REEL: 013768 FRAME: 0779