

PATENT ASSIGNMENT

Electronic Version v1.1

Stylesheet Version v1.1

SUBMISSION TYPE:

CORRECTIVE ASSIGNMENT

NATURE OF CONVEYANCE:

Corrective Assignment to correct the spelling of Assignor's name from David Health to David Heath previously recorded on Reel 019422 Frame 0594. Assignor(s) hereby confirms the to Kana Software, Inc..

CONVEYING PARTY DATA

Name	Execution Date
Robert L. Arseneault	06/11/2007
Vani T. Chiganmy	06/07/2007
Robert L. Cohen	06/07/2007
David P. Cokely	06/06/2007
Enzo Guadagnoli	06/07/2007
David M. Heath	06/06/2007
Stefanie L. Moses	06/11/2007
Sergio A. Rubio	06/06/2007
Hector C. Torres	06/06/2007

RECEIVING PARTY DATA

Name:	Kana Software, Inc.
Street Address:	181 Constitution Drive
City:	Menlo Park
State/Country:	CALIFORNIA
Postal Code:	94025

PROPERTY NUMBERS Total: 1

Property Type	Number
Application Number:	11761776

CORRESPONDENCE DATA

Fax Number: (561)244-1062

*Correspondence will be sent via US Mail when the fax attempt is unsuccessful.*

Phone: 561-922-3845

Email: sgreenberg@crgplaw.com

Correspondent Name: Carey Rodriguez Greenberg Paul LLC

Address Line 1: 950 Peninsula Corporate Circle

PATENT

500328104

REEL: 019647 FRAME: 0533

OP \$40.00 11761776

Address Line 2: Suite 3020  
Address Line 4: Boca Raton, FLORIDA 33487

NAME OF SUBMITTER:

Steven M. Greenberg

Total Attachments: 12

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TO: CAREY RODRIGUEZ GREENBERG PAUL LLC COMPANY: 950 PENINSULA CORPORATE CIRCLE



**UNITED STATES PATENT AND TRADEMARK OFFICE**

UNDER SECRETARY OF COMMERCE FOR INTELLECTUAL PROPERTY AND  
DIRECTOR OF THE UNITED STATES PATENT AND TRADEMARK OFFICE

JUNE 13, 2007

PTAS  
CAREY RODRIGUEZ GREENBERG PAUL LLC  
950 PENINSULA CORPORATE CIRCLE  
SUITE 3020  
BOCA RATON, FL 33487

**\*500295099A\***

**\*500295099A\***

UNITED STATES PATENT AND TRADEMARK OFFICE  
NOTICE OF RECORDATION OF ASSIGNMENT DOCUMENT

THE ENCLOSED DOCUMENT HAS BEEN RECORDED BY THE ASSIGNMENT DIVISION OF THE U.S. PATENT AND TRADEMARK OFFICE. A COMPLETE MICROFILM COPY IS AVAILABLE AT THE ASSIGNMENT SEARCH ROOM ON THE REEL AND FRAME NUMBER REFERENCED BELOW.

PLEASE REVIEW ALL INFORMATION CONTAINED ON THIS NOTICE. THE INFORMATION CONTAINED ON THIS RECORDATION NOTICE REFLECTS THE DATA PRESENT IN THE PATENT AND TRADEMARK ASSIGNMENT SYSTEM. IF YOU SHOULD FIND ANY ERRORS OR HAVE QUESTIONS CONCERNING THIS NOTICE, YOU MAY CONTACT THE EMPLOYEE WHOSE NAME APPEARS ON THIS NOTICE AT 571-272-3350. PLEASE SEND REQUEST FOR CORRECTION TO: U.S. PATENT AND TRADEMARK OFFICE, MAIL STOP: ASSIGNMENT SERVICES BRANCH, P.O. BOX 1450, ALEXANDRIA, VA 22313.

RECORDATION DATE: 06/13/2007

REEL/FRAME: 019422/0594  
NUMBER OF PAGES: 5

BRIEF: ASSIGNMENT OF ASSIGNOR'S INTEREST (SEE DOCUMENT FOR DETAILS).  
DOCKET NUMBER: 1004-004U

ASSIGNOR:

ARSENEAULT, ROBERT L.

DOC DATE: 06/11/2007

ASSIGNOR:

CHIGANMY, VANI T.

DOC DATE: 06/07/2007

ASSIGNOR:

COHEN, ROBERT L.

DOC DATE: 06/07/2007

ASSIGNOR:

COKELY, DAVID P.

DOC DATE: 06/06/2007

ASSIGNOR:

GUADAGNOLI, ENZO

DOC DATE: 06/07/2007

TO: CAREY RODRIGUEZ GREENBERG PAUL LLC COMPANY: 950 PENINSULA CORPORATE CIRCLE

ASSIGNOR:

HEALTH, DAVID M.

DOC DATE: 06/06/2007

*HEATH*

019422/0594 PAGE 2

ASSIGNOR:

MOSES, STEFANIE L.

DOC DATE: 06/11/2007

ASSIGNOR:

RUBIO, SERGIO A.

DOC DATE: 06/06/2007

ASSIGNOR:

TORRES, HECTOR C.

DOC DATE: 06/06/2007

ASSIGNEE:

KANA SOFTWARE, INC.

181 CONSTITUTION DRIVE

MENLO PARK, CALIFORNIA 94025

SERIAL NUMBER: 11761776

FILING DATE:

PATENT NUMBER:

ISSUE DATE:

TITLE: ORGANICALLY RANKED KNOWLEDGE CATEGORIZATION IN A KNOWLEDGE  
MANAGEMENT SYSTEMASSIGNMENT SERVICES BRANCH  
PUBLIC RECORDS DIVISION

TO: CAREY RODRIGUEZ GREENBERG PAUL LLC COMPANY: 950 PENINSULA CORPORATE CIRCLE

## PATENT ASSIGNMENT

Electronic Version v1.1  
Stylesheet Version v1.106/13/2007  
500295099

SUBMISSION TYPE:	NEW ASSIGNMENT																				
NATURE OF CONVEYANCE:	ASSIGNMENT																				
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OP \$40.00 11761776

TO: CAREY RODRIGUEZ GREENBERG PAUL LLC COMPANY: 950 PENINSULA CORPORATE CIRCLE

Address Line 4: Boca Raton, FLORIDA 33487	
ATTORNEY DOCKET NUMBER:	1004-004U
NAME OF SUBMITTER:	Steven M. Greenberg
Total Attachments: 3 source=1004-004_Assignment#page1.tif source=1004-004_Assignment#page2.tif source=1004-004_Assignment#page3.tif	

Docket No.: 1004-004U

## ASSIGNMENT

WHEREAS, we:

- |     |  |   |
|-----|--|---|
| (1) | Robert L. Arseneault<br>County of Hillsborough | of Manchester<br>State of New Hampshire |
| (2) | Vani T. Chiganmy<br>County of Hillsborough     | of Nashua<br>State of New Hampshire     |
| (3) | Robert L. Cohen<br>County of Norfolk           | of Needham<br>State of Massachusetts    |
| (4) | David P. Cokely<br>County of Rockingham        | of Portsmouth<br>State of New Hampshire |
| (5) | Enzo Guadagnoli<br>County of Hillsborough      | of Brookline<br>State of New Hampshire  |
| (6) | David M. Heath<br>County of Rockingham         | of Windham<br>State of New Hampshire    |
| (7) | Stefanie L. Moses<br>County of Rockingham      | of Chester<br>State of New Hampshire    |
| (8) | Sergio A. Rubio<br>County of Rockingham        | of Chester<br>State of New Hampshire    |
| (9) | Hector C. Torres<br>County of Middlesex        | of Billerica<br>State of Massachusetts  |

have invented certain improvements in

**ORGANICALLY RANKED KNOWLEDGE CATEGORIZATION  
IN A KNOWLEDGE MANAGEMENT SYSTEM**

and executed, respectively, a United States patent application therefore on the following date(s):

- (1) \_\_\_\_\_
- (2) \_\_\_\_\_
- (3) \_\_\_\_\_
- (4) \_\_\_\_\_
- (5) \_\_\_\_\_

Docket No.: 1004-004U

- (6) \_\_\_\_\_  
(7) \_\_\_\_\_  
(8) \_\_\_\_\_  
(9) \_\_\_\_\_

Whereas, KANA SOFTWARE, a corporation of Delaware, having a place of business at 181 Constitution Drive, Menlo Park, CA 94025 (hereinafter called KANA), desires to acquire the entire right, title and interest in the said application and invention, and to any United States and foreign patents to be obtained therefor;

Now therefore, for a valuable consideration, receipt whereof is hereby acknowledged, we, the above named, hereby sell, assign, and transfer to KANA, its successors and assigns, the entire right, title and interest in the said application and invention therein disclosed for the United States and foreign countries, and all rights of priority resulting from the filing of said United States application, and we request the Commissioner of Patents to issue any Letters Patent granted upon the invention set forth in said application to KANA, its successors and assigns; and we hereby agree that KANA may apply for foreign Letters Patent on said invention and we will execute all papers necessary in connection with the United States and foreign applications when called upon to do so by KANA.


- (1) Signed at MANCHESTER, on 06/11/07, 2007.  
(City) (Date)

  
Robert L. Arseneault

- (2) Signed at Manchester, on 06/07/07, 2007.  
(City) (Date)

  
Vani T. Chigammy

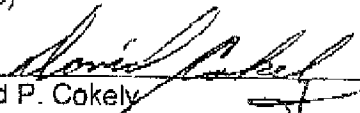
- (3) Signed at Manchester, on 06/07/07, 2007.  
(City) (Date)

  
Robert L. Cohen




Docket No.: 1004-004U

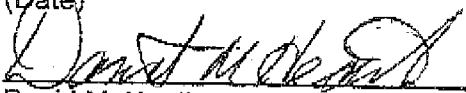
(4) Signed at MANCHESTER, on JUNE 6,, 2007.  
(City) (Date)

  
David P. Cokely

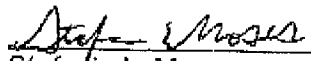
(5) Signed at Manchester, on June 7,, 2007.  
(City) (Date)

  
Enzo Guadagnoli

(6) Signed at MANCHESTER, on June 6,, 2007.  
(City) (Date)

  
David M. Heath

(7) Signed at Manchester, on June 11, 2007.  
(City) (Date)

  
Stefanie L. Moses

(8) Signed at Manchester, on 6/6, 2007.  
(City) (Date)

  
Sergio A. Rubio

(9) Signed at Manchester, on 6/6, 2007.  
(City) (Date)

  
Hector C. Torres



United States Patent and Trademark Office

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**PATENT ASSIGNMENT**

Electronic Version v1.1

Stylesheet Version v1.1

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**PATENT****REEL: 019647 FRAME: 0542**

<b>Application Number:</b>	11761776
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**Fax Number:** (561)244-1062  
*Correspondence will be sent via US Mail when the fax attempt is unsuccessful.*  
**Phone:** 561-922-3845  
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**ATTORNEY DOCKET  
NUMBER:**

1004-004U

**NAME OF SUBMITTER:**

Steven M. Greenberg

**Signature:**

/Steven M. Greenberg/

**Date:**

06/13/2007

**Total Attachments: 3**

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**RECEIPT INFORMATION**

**EPAS ID:** PAT304037  
**Receipt Date:** 06/13/2007  
**Fee Amount:** \$40

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Docket No.: 1004-004U

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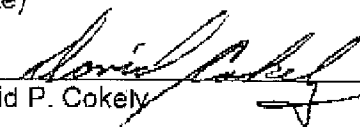

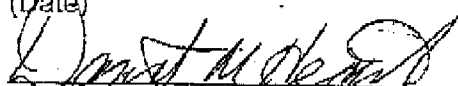
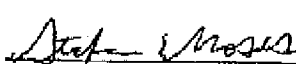
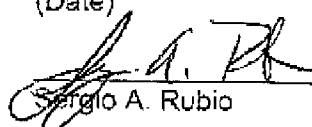
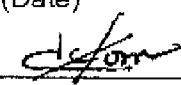
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