

OCT 2 11 1997

Bill Jones
BILL JONES, Secretary of State

**CERTIFICATE OF AMENDMENT
TO THE
SECOND AMENDED AND RESTATED ARTICLES OF INCORPORATION
OF
KANA.COM, INC.
a California Corporation**

Mark S. Gainey and Elaine S. Llewelyn hereby certify that:

1 They are and at all times herein mentioned have been, respectively, the duly elected and acting President and Assistant Secretary of KANA.COM, INC., a California corporation (the "Corporation").

2 Article I of the Second Amended and Restated Articles of Incorporation is hereby amended to read in its entirety as follows:

ARTICLE I

The name of this corporation is Kana Communications, Inc

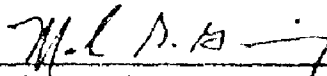
3 The foregoing amendment has been duly approved by the Board of Directors of the Corporation

4 The foregoing amendment of the Second and Amended Articles of Incorporation has been duly approved by the required vote of the shareholders in accordance with Sections 902 and 903 of the California Corporations Code. The number of outstanding shares of the Corporation is 17,857,762. The total number of outstanding shares of Common Stock entitled to vote is 4,456,000, the total number of outstanding shares of Series A Preferred Stock entitled to vote is 5,923,078 and the total number of outstanding shares of Series B Preferred Stock entitled to vote is 7,453,704. There are no outstanding shares of Series A1 Preferred Stock or Series B1 Preferred Stock. The number of shares voting in favor of the amendment of the Second and Amended Articles of Incorporation equaled or exceeded the vote required. The percentage vote required was more than 50%, in the aggregate, of the outstanding shares of Common Stock and Preferred Stock.

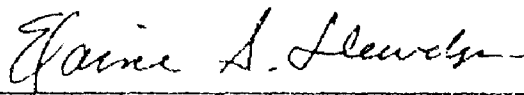
The undersigned further declare under penalty of perjury that the matters set forth in this Certificate of Amendment are true and correct of their own knowledge

IN WITNESS WHEREOF, the undersigned have executed this Certificate of

Amendment at Palo Alto, California, on this 9th day of October, 1997.



Mark S. Gaincy, *President*



Elaine S. Llewelyn, *Assistant Secretary*