

FORM PTO-1594
(Rev. 6-93)
OMB No. 0651-0011 (exp. 4/94)

7-31-00

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Patent and Trademark Office

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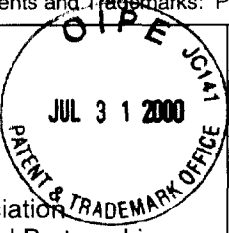
VCS-001

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

1. Name of conveying party(ies):
Servicesoft Technologies, Inc.

- Individual(s)
- General Partnership
- Corporation-State: Delaware
- Other
- Association
- Limited Partnership

Additional name(s) of conveying party(ies) attached? Yes No



2. Name and address of receiving party(ies)

Name: Servicesoft, Inc.

Internal Address: _____

Street Address: Two Apple Hill Drive

City: Natick State: MA ZIP: 01760

- Individual(s) citizenship _____
- Association _____
- General Partnership _____
- Limited Partnership _____
- Corporation-State Delaware
- Other _____

If assignee is not domiciled in the United States, a domestic representative designation is attached: Yes No
(Designations must be a separate document from assignment)
Additional name(s) & address(es) attached? Yes No

3. Nature of conveyance:

- Assignment
- Security Agreement
- Other
- Merger
- Change of Name

Execution Date: March 29, 2000

4. Application number(s) or registration number(s):

A. Trademark Application No.(s)
76/011,991

B. Trademark Registration No.(s)
1,890,460; 2,186,944; 2,241,450

Additional numbers attached? Yes No

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

Name: Thomas V. Smurzynski

Internal Address: Lahive & Cockfield, LLP

Street Address: 28 State Street

City: Boston State: MA ZIP: 02109

6. Total number of applications and registrations involved:

4

7. Total fee (37 CFR 3.41).....\$ 115.00

- Enclosed
- Authorized to be charged to deposit account

8. Deposit account number:

12-0080

DO NOT USE 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.

Thomas V. Smurzynski
Name of Person Signing

Thomas V. Smurzynski
Signature

July 27, 2000
Date

Total number of pages including cover sheet, attachments, and document:

3

Mail documents to be recorded with required cover sheet information to:
Commissioner of Patents and Trademarks, Box Assignments
Washington, D.C. 20231

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State of Delaware
Office of the Secretary of State

PAGE 1

I, EDWARD J. FREEL, 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 "SERVICESOFT TECHNOLOGIES, INC.", CHANGING ITS NAME FROM "SERVICESOFT TECHNOLOGIES, INC." TO "SERVICESOFT, INC.", FILED IN THIS OFFICE ON THE TWENTY-NINTH DAY OF MARCH, A.D. 2000, AT 5 O'CLOCK P.M.



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A handwritten signature in cursive script, reading "Edward J. Freel".

Edward J. Freel, Secretary of State

0540343
AUTHENTICATION:
DATE: 07-05-00

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CERTIFICATE OF AMENDMENT
TO
NINTH RESTATED
CERTIFICATE OF INCORPORATION
OF
SERVICESOFT TECHNOLOGIES, INC.

Servicesoft Technologies, Inc., a corporation organized and existing under and by virtue of the General Corporation Law of the State of Delaware (the "Corporation"), does hereby certify that the following amendment to the Ninth Restated Certificate of Incorporation of the Corporation has been duly adopted in accordance with Section 242 of the Delaware General Corporation Law:

1. That Article I, setting fourth the name stock of the Corporation be, and hereby is, deleted and restated in its entirety as follows:

The name of the corporation is: Servicesoft, Inc. (the "Corporation").

IN WITNESS WHEREOF, the Corporation has caused this Certificate of Amendment to be duly signed by its Chief Executive Officer and President this 29th day of March, 2000.

SERVICESOFT TECHNOLOGIES, INC.

By: 

Name: Chris Butler

Title: Chief Exccutive Officer, President