

07-25-2002



Form PTO-1594
(Rev. 03/01)
OMB No. 0651-0027 (exp. 5/31/2002)
Tab settings

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HEET U.S. DEPARTMENT OF COMMERCE
LY U.S. Patent and Trademark Office

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

1. Name of conveying party(ies):
Kana Communications, Inc. *07/22/02*
 Individual(s) Association
 General Partnership Limited Partnership
 Corporation- Delaware
 Other _____
Additional name(s) of conveying party(ies) attached? Yes No

2. Name and address of receiving party(ies)
Name: Kana Software, Inc.
Internal Address: _____
Street Address: 181 Constitution Drive
City: Menlo Park State: CA Zip: 94025
 Individual(s) citizenship _____
 Association _____
 General Partnership _____
 Limited Partnership _____
 Corporation- 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 Merger
 Security Agreement Change of Name
 Other _____
Execution Date: June 29, 2001

4. Application number(s) or registration number(s):
A. Trademark Application No.(s)
B. Trademark Registration No.(s)
2,239,545
Additional number(s) attached Yes No

6. Total number of applications and registrations involved: _____

5. Name and address of party to whom correspondence concerning document should be mailed:
Name: Linda G. Henry, Esq.
Internal Address: Fenwick & West LLP
Street Address: Two Palo Alto Square
City: Palo Alto State: CA Zip: 94306

7. Total fee (37 CFR 3.41)..... \$ 40.00
 Enclosed and
 Authorized to be charged to deposit account, if necessary
8. Deposit account number:
50-0261
(Attach duplicate copy of this page if paying by deposit account)

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.
Linda G. Henry, Esq. Linda G. Henry July 10, 2002
Name of Person Signing Signature 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 Patent & Trademarks, Box Assignments
Washington, D.C. 20231

07/24/2002 GTDM11 00000101 2239545
01 FC:481 40.00 OP

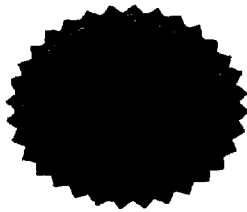
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Delaware

PAGE 1

The First State

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-NINTE DAY OF JUNE, A.D. 2001, AT 9 O'CLOCK A.M.



Harriet Smith Windsor
Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 1876106

DATE: 07-10-02

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**CERTIFICATE OF AMENDMENT
TO THE
AMENDED AND RESTATED CERTIFICATE OF INCORPORATION
OF
KANA COMMUNICATIONS, INC.**

Kana Communications, Inc., a corporation organized and existing under the General Corporation Law of the State of Delaware DOES HEREBY CERTIFY:

FIRST: The original Certificate of Incorporation of Kana Communications, Inc. was filed with the Secretary of State of Delaware on June 17, 1999.

SECOND: The name of the corporation is Kana Communications, Inc.

THIRD: The Amended and Restated Certificate of Incorporation of the corporation is hereby amended by deleting the text of Article I in its entirety and substituting the following therefor:

"The name of this corporation is Kana Software, Inc."

FOURTH: The foregoing amendment of the Amended and Restated Certificate of Incorporation has been duly adopted in accordance with the provisions of Section 242 of the General Corporation Law of the State of Delaware by the directors and stockholders of the Corporation.

IN WITNESS WHEREOF, Kana Communications, Inc. has caused this Certificate to be signed by its President this 29th day of June, 2001.

KANA COMMUNICATIONS, INC.

By /s/ Chuck Bay
Chuck Bay, President

STATE OF DELAWARE
SECRETARY OF STATE
DIVISION OF CORPORATIONS
FILED 09:00 AM 06/29/2001
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