

TRADEMARK ASSIGNMENT

Electronic Version v1.1
 Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	ASSIGNS THE ENTIRE INTEREST AND THE GOODWILL

CONVEYING PARTY DATA

Name	Formerly	Execution Date	Entity Type
SupportSoft, Inc.		06/22/2009	CORPORATION: DELAWARE

RECEIVING PARTY DATA

Name:	Consona CRM Inc.
Street Address:	450 E. 96th Street
Internal Address:	Suite 300
City:	Indianapolis
State/Country:	INDIANA
Postal Code:	46240
Entity Type:	CORPORATION: WASHINGTON

PROPERTY NUMBERS Total: 14

Property Type	Number	Word Mark
Registration Number:	2929050	DNA
Registration Number:	2911313	DNA PROBE
Registration Number:	3036467	HOMENET
Registration Number:	3090946	LIVEASSIST
Registration Number:	2802905	RESOLUTION SUITE
Registration Number:	2943207	SMARTACCESS
Registration Number:	2811109	SMARTISSUE
Registration Number:	2906891	SMARTRESULT
Registration Number:	2948263	SUPPORTACTION
Registration Number:	2951959	SUPPORTACTION
Registration Number:	2783201	SUPPORTSOFT
Registration Number:	2799210	SUPPORTSOFT
Registration Number:	2729784	SUPPORTSOFT

OP \$365.00 2929050

Registration Number:

2952126

SUPPORTTRIGGER

CORRESPONDENCE DATA

Fax Number: (317)592-4844

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

Phone: 3172365946

Email: IPDocket@icemiller.com

Correspondent Name: ICE MILLER LLP

Address Line 1: One American Square, Suite 2900

Address Line 4: Indianapolis, INDIANA 46282-0200

ATTORNEY DOCKET NUMBER:

12178.0005

NAME OF SUBMITTER:

Thomas A. Walsh

Signature:

/Thomas A. Walsh/

Date:

07/02/2009

Total Attachments: 5

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TRADEMARK ASSIGNMENT

THIS TRADEMARK ASSIGNMENT (this "*Assignment*") dated as of June 23, 2009 (the "*Effective Date*"), is made by and between SupportSoft, Inc., a Delaware corporation ("*Assignor*"), and Consona CRM Inc., a Washington corporation ("*Assignee*").

WHEREAS, Assignor and Assignee are parties to that certain Asset Purchase Agreement, dated as of April 5, 2009, as amended (the "*Agreement*"), pursuant to which Assignor has agreed to sell and Assignee has agreed to purchase the "Purchased Assets" as defined in the Agreement;

WHEREAS, Assignor is the owner of the entire right, title and interest in, to and under the United States and foreign trademark registrations and applications for registration of trademarks identified and set forth on Schedule A or that otherwise constitute "Purchased Assets" under the Agreement (all of the foregoing collectively, the "*Trademarks*") and the goodwill associated with all of the foregoing; and

WHEREAS, pursuant to the Agreement, the Trademarks and their associated goodwill are to be assigned to Assignee at its request and direction.

NOW, THEREFORE, for good and valuable consideration (including the premises and covenants set forth in the Agreement), the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

Assignor hereby irrevocably sells, assigns, transfers and sets over to Assignee all of Assignor's right, title and interest in and to the Trademarks, together with the goodwill of the business in connection with which the Trademarks are used, and all registrations, applications therefor and renewals and extensions of the foregoing in the United States and for all foreign countries that are or may be secured under the laws of the United States and all foreign countries, now or hereafter in effect, for Assignee's own use and enjoyment, and for the use and enjoyment of Assignee's successors, assigns or other legal representatives, as fully and entirely as the same would have been held and enjoyed by Assignor if this assignment and sale had not been made, together with all income, royalties or payments due or payable as of the Effective Date or thereafter, including, without limitation, except as otherwise provided in the Agreement, all claims for damages by reason of past, present or future infringement or other unauthorized use of the Trademarks, with the right to sue for and collect the same for Assignee's own use and enjoyment and for the use and enjoyment of its successors, assigns or other legal representatives.

Assignor authorizes and requests the United States Commissioner of Patents and Trademarks and any other similar government authority to record Assignee as the assignee and owner of the Trademarks, and issue any and all registrations thereon to Assignee, as assignee of the entire right, title and interest in, to and under the same, for the sole use and enjoyment of Assignee and its successors, assigns or other legal representatives.

Assignor shall provide to Assignee, its successors, assigns or other legal representatives, cooperation and assistance at Assignee's request and expense (including, without limitation, the execution and delivery of any and all affidavits, declarations, oaths, samples, exhibits, specimens and other documentation as may be reasonably required) in connection with: implementation, perfection and/or recording of this Assignment.

The terms of the Agreement are incorporated herein by this reference. In the event of any conflict or inconsistency between the terms of the Agreement and the terms hereof, the terms of the Agreement shall govern.

This Assignment may be executed in counterparts, each of which shall be deemed to be an original, and all of which together shall constitute one and the same instrument.

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IN WITNESS WHEREOF, Assignor and Assignee have caused this Assignment to be duly executed as of the date first above written.

ASSIGNOR

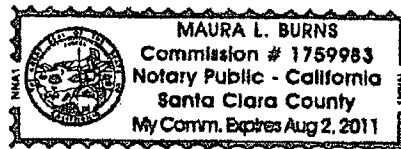
SUPPORTSOFT, INC.

By: ALP
Name: JOSH PICKUS
Title: CEO

STATE OF California)
) SS:
COUNTY OF San Mateo)

On this 22nd day of June, 2009 before me Josh Pickus, known to me to be CEO of SupportSoft, Inc., who acknowledged that he signed this instrument as a free act on behalf of SupportSoft, Inc.

Maura L. Burns
Notary Public: Maura L. Burns
My commission expires: 8/2/2011



(Signature Page to Trademark Assignment)

TRADEMARK
REEL: 004016 FRAME: 0452

IN WITNESS WHEREOF, Assignor and Assignee have caused this Assignment to be duly executed as of the date first above written.

ASSIGNEE

CONSONA CRM INC.

By: 

Name: Katherine Kinder

Title: Vice President, Finance and Administration

(Signature Page to Trademark Assignment)

TRADEMARK
REEL: 004016 FRAME: 0453

SCHEDULE A
TRADEMARKS

Trademark	Country	International Class No	Registration No
DNA	United States	Class 9	2929050
DNA Probe	United States	Class 9	2911313
HOMENET	United States	Class 9	3036467
LIVEASSIST	United States	Class 9	3090946
RESOLUTION SUITE	United States	Class 9	2802905
SMARTACCESS	United States	Class 9	2943207
SMARTISSUE	United States	Class 9	2811109
SMARTRESULT	United States	Class 9	2906891
SUPPORTACTION	United States	Class 42	2948263
SUPPORTACTION	United States	Class 9	2951959
SUPPORTSOFT	United States	Class 42	2783201
SUPPORTSOFT	United States	Class 9	2799210
SUPPORTSOFT	United States	Class 42	2729784
SUPPORTTRIGGER	United States	Class 9	2952126
CoreOS	Canada	--	TMA544538
Core Networks	Canada	--	TMA529725
SupportSoft	Australia	Classes 9 & 42	926554
SupportSoft	Canada	Classes 9 & 42	TMA630673
SupportSoft	China	Class 9	3305346
SupportSoft	European Community	Classes 9 & 42	2685436
SupportSoft	Hong Kong	Class 9	B08573
SupportSoft	India	Class 9	1132499
SupportSoft	Japan	Classes 9 & 42	2003-084086
SupportSoft	Korea	Classes 9 & 42	0008894
SupportSoft	Malaysia	Class 9	02011248
SupportSoft	New Zealand	Class 9	994635
SupportSoft	Singapore	Class 9	TO2/14065C
SupportSoft	South Korea	Classes 9 & 42	4500088940000
SupportSoft	Taiwan	Class 9	01050454
SupportSoft	United Kingdom	Classes 9 & 42	2296798