

TRADEMARK ASSIGNMENT

Electronic Version v1.1  
 Stylesheet Version v1.1

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT		
<b>NATURE OF CONVEYANCE:</b>	Payoff Letter and Lien Release		
<b>CONVEYING PARTY DATA</b>			
<b>Name</b>	<b>Formerly</b>	<b>Execution Date</b>	<b>Entity Type</b>
Agility Capital LLC		12/21/2009	LIMITED LIABILITY COMPANY: CALIFORNIA
<b>RECEIVING PARTY DATA</b>			
<b>Name:</b>	Kana Software, Inc.		
<b>Street Address:</b>	181 Constitution Drive		
<b>City:</b>	Menlo Park		
<b>State/Country:</b>	CALIFORNIA		
<b>Postal Code:</b>	94025		
<b>Entity Type:</b>	CORPORATION: DELAWARE		
<b>PROPERTY NUMBERS Total: 2</b>			
<b>Property Type</b>	<b>Number</b>	<b>Word Mark</b>	
<b>Registration Number:</b>	2239545	KANA	
<b>Registration Number:</b>	2851321	ICARE	
<b>CORRESPONDENCE DATA</b>			
<b>Fax Number:</b>	3128622200		
	<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent via US Mail.</i>		
<b>Phone:</b>	312-862-6371		
<b>Email:</b>	renee.prescan@kirkland.com		
<b>Correspondent Name:</b>	Renee Prescan		
<b>Address Line 1:</b>	300 North LaSalle Street		
<b>Address Line 2:</b>	Kirkland & Ellis LLP		
<b>Address Line 4:</b>	Chicago, ILLINOIS 60654		
<b>ATTORNEY DOCKET NUMBER:</b>	11935-8 RMP		
<b>NAME OF SUBMITTER:</b>	Renee M. Prescan		

CH \$65.00 2239545

Signature:	/Renee M. Prescan/
Date:	11/26/2013
<b>Total Attachments: 6</b> source=Agility_Payoff Letters and Lien Releases#page1.tif source=Agility_Payoff Letters and Lien Releases#page2.tif source=Agility_Payoff Letters and Lien Releases#page3.tif source=Agility_Payoff Letters and Lien Releases#page4.tif source=Agility_Payoff Letters and Lien Releases#page5.tif source=Agility_Payoff Letters and Lien Releases#page6.tif	

# AGILITY CAPITAL

December 21, 2009

KANA Software, Inc.  
181 Constitution Drive  
Menlo Park, CA 94025

Attn: William Feichtmann, VP Finance

Re: Loan Agreement Dated July 30, 2009

Dear William:

Reference is made to that certain Loan Agreement (the "Loan Agreement"; capitalized terms used herein and not otherwise defined herein shall have the meanings given to such terms in the Loan Agreement), dated as of July 30, 2009, by and between KANA Software, Inc. ("Borrower") and Agility Capital ("Lender").

Lender confirms and agrees that as of the date hereof, upon Lender's receipt of \$996,395.83 plus any accrued interest beyond December 23, 2009 (the "Pay Off Amount") which is calculated as:

1. Principal of \$640,000.00;
2. Accrued Interest through December 23, 2009, \$6,395.83;
3. Fee as described in Section 1(c) of the Loan Agreement, \$350,000
4. Along with a per diem interest of \$266.67 per day,

the security interest granted under the Loan Agreement is terminated, the Loan Agreement is terminated, and the undersigned authorizes you or your successor (or your respective attorneys), to file termination statements in respect of any financing statements filed in connection with the Loan Agreement. This letter is effective through 1:00 pm Pacific Time, December 31, 2009. If any amount remains unpaid after such time, additional interest and fees may be due.

Borrower hereby confirms (a) that the commitments of Lender to make loans under the Loan Agreement are terminated as of receipt of the Pay Off Amount, and (b) its agreement to the terms and provisions of this letter by returning to Lender at the address listed below a signed counterpart of this letter agreement.

KANA Software, Inc.  
December 21, 2009

The wiring instructions to be used for Lender are listed below. Please provide funds to our account by 1:00 pm of the proposed funding day.

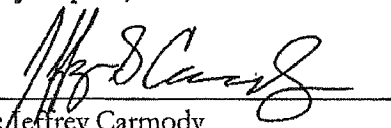
Bank Name	Montecito Bank & Trust	Phone Number	805.564.0260
Bank Address	1010 State Street	Account Name:	Agility Capital
Santa Barbara, CA	93101	Account Number	192060095
		ABA Routing Number	122 234 783

Special Instructions Please indicate: KANA loan payoff.

This is the entire agreement between the parties with respect to the subject matter of this letter agreement. There are no other agreements or understandings, written or oral, express or implied.

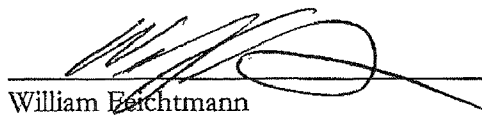
Very truly yours,

Agility Capital, LLC

By:   
Name: Jeffrey Carmody  
Its: Chief Operating Officer

ACCEPTED and AGREED to as of PAYOFF DATE:

KANA Software, Inc.

By:   
Name: William Beichtmann  
Its: VP Finance

# UCC FINANCING STATEMENT AMENDMENT

FOLLOW INSTRUCTIONS (front and back) CAREFULLY

DELAWARE DEPARTMENT OF STATE  
U. C. C. FILING SECTION  
FILED 05:20 PM 12/23/2009  
INITIAL FILING # 2009 2235239  
AMENDMENT # 2009 4122948  
SRV: 091134648

A. NAME & PHONE OF CONTACT AT FILER [optional]  
Jeannine M. Hensley

B. SEND ACKNOWLEDGMENT TO: (Name and Address)

FENWICK & WEST LLP  
801 CALIFORNIA STREET  
MOUNTAIN VIEW CA 94041

1a. INITIAL FINANCING STATEMENT FILE #  
2009 2235239

1b. This FINANCING STATEMENT AMENDMENT is to be filed [for record] (or recorded) in the REAL ESTATE RECORDS.

2.  TERMINATION: Effectiveness of the Financing Statement identified above is terminated with respect to security interest(s) of the Secured Party authorizing this Termination Statement.

3.  CONTINUATION: Effectiveness of the Financing Statement identified above with respect to security interest(s) of the Secured Party authorizing this Continuation Statement is continued for the additional period provided by applicable law.

4.  ASSIGNMENT (full or partial): Give name of assignee in item 7a or 7b and address of assignee in item 7c; and also give name of assignor in item 9.

5. AMENDMENT (PARTY INFORMATION): This Amendment affects  Debtor or  Secured Party of record. Check only one of these two boxes.  
Also check one of the following three boxes and provide appropriate information in items 6 and/or 7.  
 CHANGE name and/or address: Give current record name in item 6a or 6b; also give new name (if name change) in item 7a or 7b and/or new address (if address change) in item 7c.  DELETE name: Give record name to be deleted in item 6a or 6b.  ADD name: Complete item 7a or 7b, and also item 7c; also complete items 7d-7g (if applicable).

6. CURRENT RECORD INFORMATION:

6a. ORGANIZATION'S NAME

OR

6b. INDIVIDUAL'S LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX

7. CHANGED (NEW) OR ADDED INFORMATION:

7a. ORGANIZATION'S NAME

OR

7b. INDIVIDUAL'S LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX

7c. MAILING ADDRESS	CITY	STATE	POSTAL CODE	COUNTRY

7e. TYPE OF ORGANIZATION	7f. JURISDICTION OF ORGANIZATION

8. AMENDMENT (COLLATERAL CHANGE): check only one box.  
Describe collateral  deleted or  added, or give entire  restated collateral description, or describe collateral  assigned.

9. NAME of SECURED PARTY of RECORD AUTHORIZING THIS AMENDMENT  
Agility Capital, LLC

10. OPTIONAL FILER REFERENCE DATA  
SAR5-00210

**UCC FINANCING STATEMENT AMENDMENT**

FOLLOW INSTRUCTIONS (front and back) CAREFULLY

A. NAME & PHONE OF CONTACT AT FILER [optional] Jeannine Hensley, (650) 988-8500
B. SEND ACKNOWLEDGMENT TO: (Name and Address)
<input type="checkbox"/>  <input type="checkbox"/>
Fenwick & West LLP 801 California Street Mountain View, CA 94041

THE ABOVE SPACE IS FOR FILING OFFICE USE ONLY

1a. INITIAL FINANCING STATEMENT FILE# 2009-2235239 (July 13, 2009)	1b. This FINANCING STATEMENT AMENDMENT is to be filed [for record] (or recorded) in the REAL ESTATE RECORDS. <input type="checkbox"/>
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2.  TERMINATION: Effectiveness of the Financing Statement identified above is terminated with respect to security interest(s) of the Secured Party authorizing this Termination Statement.

3.  CONTINUATION: Effectiveness of the Financing Statement identified above with respect to security interest(s) of the Secured Party authorizing this Continuation Statement is continued for the additional period provided by applicable law.

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6a. ORGANIZATION'S NAME			
OR			
6b. INDIVIDUAL'S LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX

7. CHANGED (NEW) OR ADDED INFORMATION:

7a. ORGANIZATION'S NAME			
OR			
7b. INDIVIDUAL'S LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX

7c. MAILING ADDRESS	CITY	STATE	POSTAL CODE	COUNTRY
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7d. TAX ID #: SSN OR EIN	ADD'L INFO RE ORGANIZATION DEBTOR	7e. TYPE OF ORGANIZATION	7f. JURISDICTION OF ORGANIZATION	7g. ORGANIZATIONAL ID #, if any <input type="checkbox"/> NONE
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8. AMENDMENT (COLLATERAL CHANGE): check only one box.  
Describe collateral  deleted or  added, or give entire  restated collateral description, or describe collateral  assigned.

9. NAME of SECURED PARTY of RECORD AUTHORIZING THIS AMENDMENT (name or assignor, if this is an Assignment). If this is an Amendment authorized by a Debtor which adds collateral or adds the authorizing Debtor, or if this is a Termination authorized by a Debtor, check here  and enter name of DEBTOR authorizing this Amendment.

9a. ORGANIZATION'S NAME Agility Capital, LLC			
OR			
9b. INDIVIDUAL'S LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX

10. OPTIONAL FILER REFERENCE DATA

Delaware Secretary of State (Debtor: Kana Software, Inc.; Secured Party: Agility Capital, LLC)



**Kansas Secretary of State  
Online UCC Filing System  
Acknowledgment of Filing**

Time of Transaction: 12-23-2009 04:36:54 PM  
Filing Type: Termination  
Filing Number: 97574876 Initial Filing Number: 6617492

**Initial Filing:**

<b>Debtor Information</b>
EVERGANCE PARTNERS, LLC 6900 COLLEGE BLVDSUITE 470 OVERLAND PARK, KS 66211
<b>Secured Party Information</b>
AGILITY CAPITAL, LLC 812 ANACAPA STREETSUITE A SANTA BARBARA, CA 93101

**Amendment:**

<b>Authorizing Party Information</b>
AGILITY CAPITAL, LLC
<b>Collateral Information</b>

A handwritten signature in black ink, appearing to read "Ron Thornburgh".

Ron Thornburgh  
Secretary of State

[Back to Listing](#)

**UCC FINANCING STATEMENT AMENDMENT**

FOLLOW INSTRUCTIONS (front and back) CAREFULLY

A. NAME & PHONE OF CONTACT AT FILER [optional]  
 Jeannine Hensley, (650) 988-8500

B. SEND ACKNOWLEDGMENT TO: (Name and Address)

Fenwick & West LLP  
 801 California Street  
 Mountain View, CA 94041

THE ABOVE SPACE IS FOR FILING OFFICE USE ONLY

1a. INITIAL FINANCING STATEMENT FILE#  
 6617492 (July 23, 2009)

1b. This FINANCING STATEMENT AMENDMENT is to be filed [for record] (or recorded) in the REAL ESTATE RECORDS.

2.  TERMINATION: Effectiveness of the Financing Statement identified above is terminated with respect to security interest(s) of the Secured Party authorizing this Termination Statement.

3.  CONTINUATION: Effectiveness of the Financing Statement identified above with respect to security interest(s) of the Secured Party authorizing this Continuation Statement is continued for the additional period provided by applicable law.

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6. CURRENT RECORD INFORMATION:

6a. ORGANIZATION'S NAME

OR

6b. INDIVIDUAL'S LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX
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7. CHANGED (NEW) OR ADDED INFORMATION:

7a. ORGANIZATION'S NAME

OR

7b. INDIVIDUAL'S LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX
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7c. MAILING ADDRESS		CITY	STATE	POSTAL CODE	COUNTRY
7d. TAX ID #: SSN OR EIN	ADD'L INFO RE ORGANIZATION DEBTOR	7e. TYPE OF ORGANIZATION	7f. JURISDICTION OF ORGANIZATION		7g. ORGANIZATIONAL ID #, if any <input type="checkbox"/> NONE

8. AMENDMENT (COLLATERAL CHANGE): check only one box.  
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9. NAME of SECURED PARTY of RECORD AUTHORIZING THIS AMENDMENT (name or assignor, if this is an Assignment). If this is an Amendment authorized by a Debtor which adds collateral or adds the authorizing Debtor, or if this is a Termination authorized by a Debtor, check here  and enter name of DEBTOR authorizing this Amendment.

9a. ORGANIZATION'S NAME  
 Agility Capital, LLC

OR

9b. INDIVIDUAL'S LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX
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10. OPTIONAL FILER REFERENCE DATA  
 Kansas Secretary of State (Debtor: eVergance Partners, LLC; Secured Party: Agility Capital, LLC)