



KANA Software Names Jay Jones as Chief Financial Officer

Company Consolidates Finance and Operations Under Industry Veteran

MENLO PARK, Calif. – May 19, 2009 – [KANA Software, Inc.](#) (OTCBB: KANA.OB), a world leader in multi-channel customer service, announced today that it has named industry veteran Jay Jones as interim Chief Financial Officer and consolidated the company's finance and operations under his leadership. Jones succeeds Mike Shannahan, who is leaving the company to pursue other interests.

Jones has been with KANA for more than two years, serving as Chief Administrative Officer responsible for overall business operations, human resources, information technology, and legal activities, reporting directly to Michael Fields, Chief Executive Officer of KANA Software.

The company also announced that Vice President of Finance Bill Feichtmann, CPA, has assumed the added role of Chief Accounting Officer. Feichtmann has been with KANA for more than three years, having joined the company from GoRemote Internet Communications where he served as Vice President and Corporate Controller.

"We'd like to thank Mike Shannahan for his contributions and commitment during his time at KANA," said Michael Fields, CEO, KANA. "We have an excellent management team and are realigning resources to maximize the opportunities ahead of us. Jay Jones will now apply his more than 20 years of management experience in the software industry to a broader set of responsibilities, and help guide us through our next level of growth."

Before joining KANA, Jones was Senior Vice President, Operations and Chief Information Officer of VERITAS. Jones also served as Chief Administrative Officer of VERITAS, the role he held at OpenVision prior to that company's merger with VERITAS. During his tenure at VERITAS, Jones led the company's operations and administration as it grew from \$80 million to over \$2 billion in annual revenues by the time it was acquired by Symantec in 2005.

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About KANA

KANA Software, Inc. is a world leader in multi-channel customer service. KANA's solutions allow companies to deliver consistent service across all channels, including email, chat, call centers, and Web self-service, giving their customers the freedom to choose the service they want, how and when they want it. KANA's clients report double-digit increases in customer satisfaction, while reducing call volumes by an average of 20%. KANA's award-winning solutions are proven in hundreds of companies worldwide, including approximately half of the Fortune 50. For more information visit www.kana.com or call 1-800-737-8738.

NOTE: KANA is a registered trademark of KANA Software, Inc. All other company and product names may be trademarks of their respective owners.

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