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KANA SOFTWARE CLOSES ACQUISITION OF LAGAN TECHNOLOGIES

Sunnyvale, Calif. — November 4, 2010 — KANA Software, Inc., the world leader in software solutions for Service Experience Management (SEM), today announced it has closed the acquisition of privately held Lagan Technologies, headquartered in Belfast, Northern Ireland. By joining the industry's best agent desktop solutions for government with KANA's solution portfolio, the combined company becomes the leader in SEM for government. Lagan's Government to Citizen solutions complement KANA's leading capabilities in the communications, financial services, healthcare, retail and technology sectors. The terms of the transaction were not disclosed.

"The acquisition of Lagan Technologies is an important step in KANA's growth strategy, expanding our commercial business across industries and increasing support for our European clients," commented Mark Duffell, CEO of KANA. "It increases our market share, doubles the talented work force dedicated to our continued success and creates a strong new European hub for us in Belfast. We will continue Lagan's laser focus on government to citizen technology - providing rapid response to millions of customer service requests annually, via the phone, web and mobile devices."

About KANA Software, Inc.

KANA, the leader in Service Experience Management, provides solutions that deliver a customer-focused service experience that successfully balances customer interests with business goals. Service Experience Management uniquely unifies business process, case and knowledge management for customer service organizations. It leverages KANA's expertise in delivering consistent service across all communication channels, including email, chat, call centers, and Web self-service. KANA's Service Experience Management solutions allow companies to control every step within each customer interaction to deliver the ideal service experience. KANA's clients report double-digit increases in customer satisfaction, increased revenue growth while reducing contact center costs by an average of 20 percent. KANA's award-winning solutions are proven in more than 600 companies worldwide, including approximately half of the world's largest 100 companies. KANA is backed by Accel-KKR, a technology-focused private equity investment firm. For more information, visit <http://www.KANA.com>.

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