

Bank of Ireland chooses Chordiant Software for a single unified vision of its customers

Chordiant Software, Inc. (NASDAQ: CHRD), a leader in Unifying Customer Relationship Management (CRM) Solutions, today announced that the Bank of Ireland has selected Chordiant's Always-On customer relationship management platform as the basis for a new customer excellence program. Terms of the contract were not disclosed.

The Bank of Ireland chose Chordiant to support superior customer service in both branch network and direct channels. In addition, the Chordiant platform complements Bank of Ireland's technology infrastructure and multichannel banking architecture.

The retail banking sector continues to be highly competitive and our customers expect us to know them and understand the depth of the relationship, said Deirdre Hannigan, director of retail strategy, Bank of Ireland. Chordiant will be a key enabler for Bank of Ireland to support customer interactions across our retail business.

Ricky Kapur, general manager, Chordiant Asia Pacific, said, Chordiant maintains a proven track-record for aiding leading global organisations such as Bank of Ireland that are competing in sophisticated markets including banking and financial services. Chordiant can help deliver a full cycle of marketing, selling and servicing, thereby increasing the company's value to their customers.

Other Chordiant customers in financial services include: Advance Bank, Alliance and Leicester, Banco Comercial Portugues, Banca Popolare de Novara, BankWest, Barclaycard, CIBC, Credit Suisse, Deutsche Bank, DLJDirect, First USA, Lloyd's TSB, Open Bank, Principal Financial, Quick & Reilly, Republic National Bank, Standard Life and The Royal Bank of Scotland.

About Chordiant Software, Inc.

Heavily represented by the financial services, telecommunications and travel industry sectors, Chordiant's clients typically have more challenging environments for e-Selling and e-Servicing, due to the complexity of decisions involved in completing a purchase and the higher average monetary value of such transactions.

Chordiant Software, Inc. (www.chordiant.com) delivers a Unifying Customer Relationship Management (CRM) solution based on Chordiant's branded platform strategy, the Intelligent Customer Interaction Management (ICIM) platform.

Chordiant's ICIM platform provides highly scalable building blocks for developing and integrating flexible CRM solutions into customers' existing enterprise-wide systems.

No matter how consumers choose to communicate with the enterprisethrough branch locations, Web, e-mail, telephone, or wireless access the Chordiant Unified CRM Solution provides a real-time, single view of each customer and a consistent, personalised process for every interaction. It includes a comprehensive business process engine, which allows companies to implement best business practices across multiple touchpoints. As a result of Chordiant's sophisticated Marketing Automation Business Services, marketers can maximise their ROI through the creation, execution and refinement of sophisticated direct marketing initiatives that span both traditional and online channels. Chordiant empowers high-value contacts designed to retain customers, grow revenues and drive profits during every contact.

Headquartered in Cupertino, Calif., Chordiant maintains offices in Boston; Chicago; Dallas; Manchester, New Hampshire; New York; London and Brentford, U.K.; Amsterdam; Paris; Munich; Frankfurt, Sydney and Melbourne, Australia.

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This news release includes "forward-looking statements" that are subject to risks, uncertainties and other factors that could cause actual results or outcomes to differ materially from those contemplated by the forward-looking statements. Forward-looking statements in this release are generally identified by words such as "believes," "anticipates," "plans," "expects," "will," "would," and similar expressions which are intended to identify forward-looking statements. There are a number of important factors that could cause the results of Chordiant to differ materially from those indicated by these forward-looking statements, including, among others, potential difficulties in the assimilation of operations, strategies, technologies, personnel

and products of acquired companies and technologies, the impact of perceived or actual weakening of economic conditions on customers' and prospective customers' spending on Chordiant software and services; quarterly fluctuations in Chordiant's revenues or other operating results; failure by Chordiant to meet financial expectations of analysts and investors, including failure resulting from significant reductions in demand from earlier anticipated levels; risks related to market acceptance of Chordiant's products; customization and deployment delays or errors associated with Chordiant products; impact of long sales and implementation cycles for certain Chordiant products; reliance by Chordiant on a limited number of customers for a majority of its revenues; Chordiant's need to retain and enhance business relationships with systems integrators and other parties; Chordiant's use in its products of third-party software; activities by Chordiant and others regarding protection of intellectual property; and competitors' release of competitive products and other actions.. Further information on potential factors that could affect the financial results of Chordiant are included in risks detailed from time to time in Chordiant's Securities and Exchange Commission filings, including without limitation Chordiant's report on Form 10-Q for the quarterly period ended June 30, 2001, and the Annual Report on Form 10-K filed on March 27, 2001. These filings are available on a Web Site maintained by the Securities and Exchange Commission at <http://www.sec.gov>. Chordiant does not undertake an obligation to update forward-looking or other statements in this release.