

Chordiant delivers new dynamically driven CRM solutions for the B2C marketplace

Chordiant Software, Inc. today expanded on its strong track record and focus on delivering successful enterprise CRM solutions to the business to consumer market with the launch of Chordiant 5.

Chordiant 5 is an integrated suite of applications and reusable components specifically designed on Chordiant's JX Architecture to meet the customer relationship management (CRM) challenges in the business to consumer (B2C) marketplace. Chordiant 5 is designed to augment Chordiant's leadership in this multibillion dollar B2C marketplace - which includes retail banking, consumer credit, insurance, telecommunications and consumer-direct organisations. These companies are investing millions of dollars into enterprise-wide marketing, servicing and selling solutions; and Chordiant has benefited from its focus on this marketplace.

Chordiant's consistent approach to delivering scalable, enterprise-class applications to these B2C markets is represented in its growing customer base of more than 165 global corporations and partners. These include customers, such as MetLife, Littlewoods, Signal Iduna, Hutchinson 3G and the Royal Bank of Scotland, that have embraced the new Chordiant 5 platform and applications to deliver outstanding customer retention, functionality and business differentiation.

Unlike competing CRM offerings, Chordiant 5 applications are 100 percent business process driven which provides the unique advantage of being able to embrace the exact processes of the business versus the pre-determined functionality of "static" applications. With the introduction of Chordiant 5, Chordiant is the only company to deliver dynamically driven marketing, selling and servicing software solutions that are real-time, process-centric and multi-dimensional. Chordiant 5 applications help global B2C enterprises deliver more consistent, efficient and effective customer interactions that are flexible enough to adapt to any business transaction, while maximising current technology investments both inside the enterprise and beyond. Chordiant 5 is now available and shipping.

Chordiant 5 provides a distributed architecture that gives organisations the ability to quickly and efficiently implement and continuously update the business methods that make them stand out from their competitors and provide real value to their customers. This makes it possible for companies to truly treat customers as individuals - not just account numbers, said Aberdeen Group research director Denis Pombriant.

The Chordiant JX Architecture delivers an enterprise-wide J2EE- and XML-based platform for the complex B2C marketplace where companies must provide support for a broad variety of customer touch points to help retain and grow their customer base, Pombriant added.

About Chordiant Software, Inc.

Chordiant Software, Inc. (www.chordiant.com) is a worldwide leader in developing and delivering Dynamically Driven CRM solutions for global B2C enterprises.

The Chordiant solution enables enterprises to gain a sustained competitive advantage through more efficient and effective marketing, selling and customer service. Only Chordiant delivers real-time, process-centric solutions that provide multi-dimensional customer interactions. The unique Chordiant JX Architecture leverages existing investments inside the enterprise and beyond, resulting in a more relevant and consistent customer experience.

Headquartered in Cupertino, Calif., Chordiant maintains offices in Boston; Chicago; Dallas; Manchester, N.H.; New York; London; Paris; Amsterdam, Netherlands; Frankfurt and Munich, Germany; Johannesburg, South Africa; Sydney and Melbourne, Australia.

Safe Harbor

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 September 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.