

Chordiant Software expects to exceed third quarter revenue target

Chordiant Software, Inc. (Nasdaq: CHRD), a leader in Unifying Customer Relationship Management (CRM) Solutions, today announced that the company expects its financial results for the third quarter ended September 30, 2001, will exceed the previously announced range of guidance for revenue. Based on a preliminary review of third quarter results, Chordiant expects revenue to exceed the high end of the \$19 to \$20 million range announced on July 24, 2001.

Chordiant's momentum continues to be strong and our pipeline continues to grow, said Ricky Kapur, general manager, Chordiant Asia Pacific. The company anticipates announcing new European-based Global 1000 customers over the next several weeks.

Chordiant will provide financial details for the third quarter during its regularly scheduled quarterly conference call on October 23, 2001. Management's quarterly conference call will be web cast live for all investors and archived on the Chordiant web site until the end of the fourth quarter of 2001.

How to Participate

Chordiant Software 3Q01 Results Teleconference

October 23, 2001

1:45 p.m. PT / 4:45 p.m. ET

Go to <http://www.chordiant.com>. From this site, you can listen to the teleconference, assuming that your computer system is configured properly. A phone replay will also be available for seven days after the live call at 402-220-0055, access code #400065.

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 enterprise through 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; and 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; customisation 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.