

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

EGAIN COMMUNICATIONS CORP
Form SC 13D/A
April 06, 2004

SECURITIES AND EXCHANGE COMMISSION
Washington, D.C. 20549

Schedule 13D**

Under the Securities Exchange Act of 1934
(Amendment No. 3)*

eGain Communications Corporation
(Name of Issuer)

Common Stock, Par Value \$.001 Per Share
(Title of Class of Securities)

28225C103
(Cusip Number)

John C. Kennedy, Esq.
Paul, Weiss, Rifkind, Wharton & Garrison LLP
1285 Avenue of the Americas
New York, NY 10019
(212) 373-3025
(Name, Address and Telephone Number of Person
Authorized to Receive Notices and Communications)

March 31, 2004
(Date of Event which Requires Filing of this Statement)

If the filing person has previously filed a statement on Schedule 13G to report the acquisition which is the subject of this Schedule 13D, and is filing this schedule because of ss.ss. 240.13d-(e), 240.13d-1(f) or 240.13d-1(g), check the following box .

*The remainder of this cover page shall be filled out for a reporting person's initial filing on this form with respect to the subject class of securities, and for any subsequent amendment containing information which would alter disclosures provided in a prior cover page.

The total number of shares of Common Stock reported herein is 1,922,354, which would constitute approximately 36.9% of the 5,208,878 shares of Common Stock that would be outstanding if all of the shares of Series A Preferred Stock (as defined below) referred to herein were converted on March 31, 2004. See Item 5(a) herein for a description of the calculation of the Common Stock conversion ratio. All ownership percentages set forth herein are based on there being 3,691,180 shares of Common Stock outstanding unless otherwise specified herein.

The information required on the remainder of this cover page shall not be deemed to be "filed" for the purpose of Section 18 of the Securities Exchange Act of 1934 (the "Act") or otherwise subject to the liabilities of that section of the Act but shall be subject to all other provisions of the Act (however, see the Notes).

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

1 NAME OF REPORTING PERSON
S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

Oak Hill Capital Partners, L.P.

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)
(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

OO

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

7 SOLE VOTING POWER

0

NUMBER OF
SHARES
BENEFICIALLY
OWNED BY
EACH
REPORTING
PERSON
WITH

8 SHARED VOTING POWER

0

9 SOLE DISPOSITIVE POWER

0

10 SHARED DISPOSITIVE POWER

0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

981,471(1)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

21.0%(2)

14 TYPE OF REPORTING PERSON*

PN

(1) Represents the shares of Common Stock that would be beneficially owned upon conversion of the Issuer's 6.75% Series A Cumulative Convertible Preferred Stock, par value \$.001 per share (the "Series A Preferred

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

Stock") on March 31, 2004 and exercise of the Warrants to purchase an aggregate of 271,728 shares of Common Stock. On conversion of the Series A Preferred Stock and exercise of the Warrants, 981,471 shares of Common Stock will be owned directly by Oak Hill Capital Partners, L.P., through its general partner, OHCP GenPar, L.P., through OHCP GenPar, L.P.'s general partner, OHCP MGP, LLC. See Item 5(a) herein.

(2) Assumes that there are 4,672,651 shares of Common Stock outstanding.

CUSIP No. 28225C103

13D

Page 3 of 35 Pages

1 NAME OF REPORTING PERSON
S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

Oak Hill Capital Management Partners, L.P.

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)

(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

OO

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

7 SOLE VOTING POWER

0

NUMBER OF 8 SHARED VOTING POWER
SHARES

BENEFICIALLY 9
OWNED BY 0

EACH 9 SOLE DISPOSITIVE POWER

REPORTING 0
PERSON

WITH 10 SHARED DISPOSITIVE POWER

0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

25,167(3)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

0.7%(4)

14 TYPE OF REPORTING PERSON*

PN

(3) Represents the shares of Common Stock that would be beneficially owned upon conversion of the Series A Preferred Stock on March 31, 2004 and exercise of the Warrants to purchase an aggregate of 6,968 shares of Common Stock. On conversion of the Series A Preferred Stock and exercise of the Warrants, 25,167 shares of Common Stock will be owned directly by Oak Hill Capital Management Partners, L.P., through its general partner, OHCP GenPar, L.P., through OHCP GenPar, L.P.'s general partner, OHCP MGP, LLC. See Item 5(a) herein.

(4) Assumes that there are 3,716,347 shares of Common Stock outstanding.

CUSIP No. 28225C103

13D

Page 4 of 35 Pages

1 NAME OF REPORTING PERSON

S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

OHCP GenPar, L.P.

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)

(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

OO

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED

PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

7 SOLE VOTING POWER

0

NUMBER OF
SHARES
BENEFICIALLY

8 SHARED VOTING POWER

0

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

OWNED BY -----
EACH 9 SOLE DISPOSITIVE POWER
REPORTING
PERSON 0
WITH -----
10 SHARED DISPOSITIVE POWER
0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

1,006,638 (5)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES* |__|

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

21.4% (6)

14 TYPE OF REPORTING PERSON*

PN

(5) Represents the shares of Common Stock that would be beneficially owned upon conversion of the Issuer's Series A Preferred Stock on March 31, 2004 and exercise of the Warrants to purchase an aggregate of 278,696 shares of Common Stock. On conversion of the Series A Preferred Stock and exercise of the Warrants, OHCP GenPar, L.P. will beneficially own the following shares of Common Stock: (i) 981,471 shares of Common Stock in its capacity as general partner of Oak Hill Capital Partners, L.P.; and (ii) 25,167 shares of Common Stock in its capacity as general partner of Oak Hill Capital Management Partners, L.P. See Item 5(a) herein.

(6) Assumes that there are 4,697,818 shares of Common Stock outstanding.

CUSIP No. 28225C103

13D

Page 5 of 35 Pages

1 NAME OF REPORTING PERSON
S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

OHCP MGP, LLC

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a) |__|
(b) |X|

3 SEC USE ONLY

4 SOURCE OF FUNDS*

Not applicable

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

PURSUANT TO ITEMS 2(d) OR 2(e)

|_ |

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

7 SOLE VOTING POWER

0

NUMBER OF SHARES BENEFICIALLY OWNED BY EACH REPORTING PERSON WITH

8 SHARED VOTING POWER

0

9 SOLE DISPOSITIVE POWER

0

10 SHARED DISPOSITIVE POWER

0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

1,006,638 (7)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES* |_ |

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

21.4% (8)

14 TYPE OF REPORTING PERSON*

OO

(7) See footnote (5) to page relating to OHCP GenPar, L.P. Power is exercised in its capacity as general partner of OHCP GenPar, L.P.

(8) Assumes that there are 4,697,818 shares of Common Stock outstanding.

CUSIP No. 28225C103

13D

Page 6 of 35 Pages

1 NAME OF REPORTING PERSON
S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

Oak Hill Venture Fund I, L.P.

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a) |_ |

(b) |X |

3 SEC USE ONLY

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

4 SOURCE OF FUNDS*

OO

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

7 SOLE VOTING POWER

0

NUMBER OF
SHARES
BENEFICIALLY
OWNED BY
EACH
REPORTING
PERSON
WITH

8 SHARED VOTING POWER

0

9 SOLE DISPOSITIVE POWER

0

10 SHARED DISPOSITIVE POWER

0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

160,330(9)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

4.2%(10)

14 TYPE OF REPORTING PERSON*

PN

(9) Represents the shares of Common Stock that would be beneficially owned upon conversion of the Issuer's Series A Preferred Stock on March 31, 2004 and exercise of the Warrants to purchase 25,941 shares of Common Stock. On conversion of the Series A Preferred Stock and exercise of the Warrants, 160,330 shares of Common Stock will be owned directly by Oak Hill Venture Fund I, L.P., through its general partner, OHVF GenPar I, L.P., through OHVF GenPar I, L.P.'s general partner, OHVF MGP I, LLC. See Item 5(a) herein.

(10) Assumes that there are 3,851,510 shares of Common Stock outstanding.

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

CUSIP No. 28225C103

13D

Page 7 of 35 Pages

1 NAME OF REPORTING PERSON
S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

OHVF GenPar I, L.P.

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)
(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

Not applicable

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

7 SOLE VOTING POWER
0

NUMBER OF SHARES BENEFICIALLY OWNED BY EACH REPORTING PERSON WITH

8 SHARED VOTING POWER
0

9 SOLE DISPOSITIVE POWER
0

10 SHARED DISPOSITIVE POWER
0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

160,330(11)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

4.2%(12)

14 TYPE OF REPORTING PERSON*

PN

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

-
- (11) Represents the shares of Common Stock that would be beneficially owned upon conversion of the Issuer's Series A Preferred Stock on March 31, 2004 and exercise of the Warrants to purchase 25,941 shares of Common Stock. Power is exercised in its capacity as general partner to Oak Hill Venture Fund I, L.P. and through its general partner, OHVF MGP I, LLC.
- (12) Assumes that there are 3,851,510 shares of Common Stock outstanding.

CUSIP No. 28225C103

13D

Page 8 of 35 Pages

1 NAME OF REPORTING PERSON
S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

OHVF MGP I, LLC

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)

(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

Not applicable

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

7 SOLE VOTING POWER

0

NUMBER OF 8 SHARED VOTING POWER
SHARES

BENEFICIALLY 0

OWNED BY 9 SOLE DISPOSITIVE POWER
EACH

REPORTING 0
PERSON

WITH 10 SHARED DISPOSITIVE POWER

0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

160,330(13)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

4.2% (14)

14 TYPE OF REPORTING PERSON*

OO

(13) See footnote (11) to page relating to OHVP GenPar I, L.P. Power is exercised in its capacity as general partner to OHVP GenPar I, L.P. and through its sole member, FW Group GenPar, LLC.

(14) Assumes that there are 3,851,510 shares of Common Stock outstanding.

CUSIP No. 28225C103

13D

Page 9 of 35 Pages

1 NAME OF REPORTING PERSON
S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

FW Group GenPar, LLC

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)
(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

Not applicable

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

7 SOLE VOTING POWER

0

NUMBER OF 8 SHARED VOTING POWER
SHARES

BENEFICIALLY 0

OWNED BY 9 SOLE DISPOSITIVE POWER
EACH

REPORTING 0
PERSON

WITH

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

10 SHARED DISPOSITIVE POWER

0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

160,330(15)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

4.2%(16)

14 TYPE OF REPORTING PERSON*

OO

(15) See footnote (13) to page relating to OHVF MGP I, LLC. Power is exercised in its capacity as sole member of OHVF MGP I, LLC.

(16) Assumes that there are 3,851,510 shares of Common Stock outstanding.

CUSIP No. 28225C103

13D

Page 10 of 35 Pages

1 NAME OF REPORTING PERSON

S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

FW Investors V, L.P.

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)

(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

OO

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED

PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

7 SOLE VOTING POWER

0

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

NUMBER OF SHARES	8	SHARED VOTING POWER
BENEFICIALLY OWNED BY	0	
EACH	9	SOLE DISPOSITIVE POWER
REPORTING PERSON	0	
WITH	10	SHARED DISPOSITIVE POWER
	0	

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

350,731 (17)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

8.7% (18)

14 TYPE OF REPORTING PERSON*

PN

(17) Represents the shares of Common Stock that would be beneficially owned upon conversion of the Issuer's Series A Preferred Stock on March 31, 2004 and exercise of the Warrants to purchase an aggregate of 115,550 shares of Common Stock. On conversion of the Series A Preferred Stock and exercise of the Warrants, 350,731 shares of Common Stock will be owned directly by FW Investors V, L.P., through its general partner, FW Management II, LLC. See Item 5(a) herein.

(18) Assumes that there are 4,041,911 shares of Common Stock outstanding.

CUSIP No. 28225C103

13D

Page 11 of 35 Pages

1 NAME OF REPORTING PERSON
S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

FW Management II, LLC

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)
(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

Not applicable

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

	7	SOLE VOTING POWER
		0
NUMBER OF SHARES	8	SHARED VOTING POWER
BENEFICIALLY OWNED BY		0
EACH	9	SOLE DISPOSITIVE POWER
REPORTING PERSON		0
WITH	10	SHARED DISPOSITIVE POWER
		0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

350,731(19)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

8.7%(20)

14 TYPE OF REPORTING PERSON*

OO

(19) See footnote (17) to page relating to FW Investors V, L.P. Power is exercised in its capacity as general partner to FW Investors V, L.P. through its sole member, J. Taylor Crandall.

(20) Assumes that there are 4,041,911 shares of Common Stock outstanding.

CUSIP No. 28225C103

13D

Page 12 of 35 Pages

1 NAME OF REPORTING PERSON
S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

Robert M. Bass

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)
(b)

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

3 SEC USE ONLY

4 SOURCE OF FUNDS*

Not applicable

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

United States

7 SOLE VOTING POWER

284,931

NUMBER OF
SHARES
BENEFICIALLY
OWNED BY

8 SHARED VOTING POWER

0

EACH
REPORTING
PERSON
WITH

9 SOLE DISPOSITIVE POWER

284,931

10 SHARED DISPOSITIVE POWER

0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

284,931 (21)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

7.7%

14 TYPE OF REPORTING PERSON*

IN

(21) Represents the shares of Common Stock that are beneficially owned as a result of a previous distribution from FW Ventures I, L.P.

CUSIP No. 28225C103

13D

Page 13 of 35 Pages

1 NAME OF REPORTING PERSON

S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

Capital Partnership

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)
(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

Not applicable

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Texas

7 SOLE VOTING POWER

70,727

NUMBER OF
SHARES

8 SHARED VOTING POWER

BENEFICIALLY
OWNED BY

0

EACH
REPORTING

9 SOLE DISPOSITIVE POWER

PERSON
WITH

70,727

10 SHARED DISPOSITIVE POWER

0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

70,727(22)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

1.9%

14 TYPE OF REPORTING PERSON*

PN

(22) Represents the shares of Common Stock that are beneficially owned as a result of a previous distribution by FW Ventures I, L.P. Power is exercised through its managing partner, Margaret Lee Bass 1980 Trust.

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

CUSIP No. 28225C103

13D

Page 14 of 35 Pages

1 NAME OF REPORTING PERSON
S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

David G. Brown

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)
(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

Not applicable

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

United States

7 SOLE VOTING POWER

16,166

NUMBER OF SHARES
BENEFICIALLY OWNED BY

8 SHARED VOTING POWER

0

EACH REPORTING PERSON WITH

9 SOLE DISPOSITIVE POWER

16,166

10 SHARED DISPOSITIVE POWER

0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

16,166(23)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

0.4%

14 TYPE OF REPORTING PERSON*

IN

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

(23) Represents the shares of Common Stock that are beneficially owned as a result of a previous distribution by FW Ventures I, L.P.

CUSIP No. 28225C103

13D

Page 15 of 35 Pages

1 NAME OF REPORTING PERSON
S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

Mark A. Wolfson

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)
(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

Not applicable

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

United States

7 SOLE VOTING POWER

16,166

NUMBER OF SHARES BENEFICIALLY OWNED BY EACH REPORTING PERSON WITH

8 SHARED VOTING POWER

0

9 SOLE DISPOSITIVE POWER

16,166

10 SHARED DISPOSITIVE POWER

0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

16,666(24)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

0.5% (25)

14 TYPE OF REPORTING PERSON*

IN

(24) Represents 16,166 shares of Common Stock that are beneficially owned as a result of a previous distribution by FW Ventures I, L.P. and 500 shares of Common Stock that would be beneficially owned upon exercise of director options held by Mr. Wolfson.

(25) Assumes that there are 3,707,846 shares of Common Stock outstanding.

CUSIP No. 28225C103

13D

Page 16 of 35 Pages

1 NAME OF REPORTING PERSON

S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

Group III 31, LLC

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)

(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

Not applicable

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

7 SOLE VOTING POWER

4,041

NUMBER OF
SHARES
BENEFICIALLY
OWNED BY
EACH
REPORTING
PERSON
WITH

8 SHARED VOTING POWER

0

9 SOLE DISPOSITIVE POWER

4,041

10 SHARED DISPOSITIVE POWER

0

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

4,041 (26)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

0.1%

14 TYPE OF REPORTING PERSON*

OO

(26) Represents the shares of Common Stock that are beneficially owned as a result of a previous distribution by FW Ventures I, L.P.

CUSIP No. 28225C103

13D

Page 17 of 35 Pages

1 NAME OF REPORTING PERSON

S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

J. Taylor Crandall (in the capacity described herein)

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)

(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

Not applicable

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED

PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

7 SOLE VOTING POWER

354,773

NUMBER OF SHARES BENEFICIALLY OWNED BY EACH

8 SHARED VOTING POWER

0

9 SOLE DISPOSITIVE POWER

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

REPORTING

PERSON 354,773

WITH

10 SHARED DISPOSITIVE POWER

0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

354,773 (27)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

8.8% (28)

14 TYPE OF REPORTING PERSON*

IN

(27) (i) Solely in his capacity as the sole member of Group III 31, LLC with respect to 4,041 shares of Common Stock, which represents the shares of Common Stock that are beneficially owned as a result of a previous distribution by FW Ventures I, L.P.; and (ii) solely in his capacity as the sole member of FW Management II, LLC with respect to 350,731 shares, see footnote 19 to page relating to FW Management II, LLC.

(28) Assumes that there are 4,045,953 shares of Common Stock outstanding.

CUSIP No. 28225C103

13D

Page 18 of 35 Pages

1 NAME OF REPORTING PERSON

S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

Woodside Partners, L.P.

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)

(b)

3 SEC USE ONLY

4 SOURCE OF FUNDS*

Not applicable

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

Delaware

 7 SOLE VOTING POWER
 12,124

 NUMBER OF SHARES BENEFICIALLY OWNED BY EACH REPORTING PERSON WITH
 8 SHARED VOTING POWER
 0

 9 SOLE DISPOSITIVE POWER
 12,124

 10 SHARED DISPOSITIVE POWER
 0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

12,124 (29)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)

0.3%

14 TYPE OF REPORTING PERSON*

PN

 (29) Represents the shares of Common Stock that are directly owned by Woodside Partners, L.P. as a result of a previous distribution by FW Ventures I, L.P. Woodside Partners, L.P. owns the shares through its general partner, Tonandowah, L.L.C., of which the sole member is Caroline Jean Crandall 1998 Trust, of which John Fant is the sole trustee.

CUSIP No. 28225C103

13D

Page 19 of 35 Pages

 1 NAME OF REPORTING PERSON
 S.S. OR I.R.S. IDENTIFICATION NOS. OF ABOVE PERSON

Tonandowah, L.L.C.

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*

(a)
 (b)

3 SEC USE ONLY

 4 SOURCE OF FUNDS*

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

Not applicable

5 CHECK BOX IF DISCLOSURE OF LEGAL PROCEEDINGS IS REQUIRED
PURSUANT TO ITEMS 2(d) OR 2(e)

6 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

7 SOLE VOTING POWER
12,124

8 SHARED VOTING POWER
0

9 SOLE DISPOSITIVE POWER
12,124

10 SHARED DISPOSITIVE POWER
0

11 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON
12,124 (30)

12 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (11) EXCLUDES CERTAIN SHARES*

13 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW (11)
0.3%

14 TYPE OF REPORTING PERSON*
OO.

(30) Solely in its capacity as the general partner of Woodside Partners, L.P.
See footnote 29 to page relating to Woodside Partners, L.P.

20

Amendment No. 3 to Schedule 13D

This Amendment No. 3 to Schedule 13D is filed by the undersigned to amend Schedule 13D, filed on August 18, 2000 (the "Original Filing"), as amended by Amendment No. 1 to the Schedule 13D filed on February 15, 2001 ("Amendment No. 1"), as amended by Amendment No. 2 to the Schedule 13D filed on August 15, 2001 ("Amendment No. 2"). Unless otherwise indicated, all capitalized terms shall have the same meaning as provided in the Original Filing.

Item 1. Security and Issuer.

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

No change.

Item 2. Identity and Background.

No change.

Item 3. Source and Amount of Funds or Other Consideration.

Item 3 is hereby amended and supplemented by the addition of the following:

On March 31, 2004, OHCP, OHCMP and FWI entered into a transaction with the Company whereby OHCP, OHCMP and FWI loaned an aggregate of \$1,666,667 to the Company and received in exchange, Subordinated Secured Promissory Notes in the aggregate principal amount of \$2,937,237 and Warrants to purchase an aggregate of 208,333 shares of Common Stock. The Subordinated Secured Promissory Notes and Warrants were issued pursuant to the Note and Warrant Purchase Agreement by and among OHCP, OHCMP, FWI, other parties named therein and the Issuer, dated March 31, 2004 (the "Note and Warrant Purchase Agreement"). In the transaction, OHCP received a Subordinated Secured Promissory Note in the principal amount of \$1,899,462.44 and Warrants to purchase 134,726 shares of Common Stock, OHCMP received a Subordinated Secured Promissory Note in the principal amount of \$48,704.07 and Warrants to purchase 3,455 shares of Common Stock, and FWI received a Subordinated Secured Promissory Note in the principal amount of \$989,070.21 and Warrants to purchase 70,153 shares of Common Stock. The \$1,666,667 loan to the Company from OHCP, OHCMP and FWI used to fund the Subordinated Secured Promissory Notes was obtained through capital contributions from the partners of OHCP, OHCMP and FWI.

21

Item 4. Purpose of Transaction.

Item 4 is hereby amended and supplemented by the addition of the following:

On March 31, 2004, OHCP, OHCMP and FWI entered into a transaction with the Company whereby OHCP, OHCMP and FWI loaned an aggregate of \$1,666,667 to the Company and received in exchange, Subordinated Secured Promissory Notes in the aggregate principal amount of \$2,937,237 and Warrants to purchase an aggregate of 208,333 shares of Common Stock.

22

Item 5. Interest in Securities of the Issuer.

(a) Item 5(a) is hereby amended and supplemented by the addition of the following:

As a result of a 1-for-10 reverse stock split which the Company effected on August 20, 2003, each outstanding share of common stock automatically converted into one-tenth of a share of common stock, with the par value of each share of common stock remaining at one-tenth of a cent (\$.001) per share (the "reverse stock split"). The number of shares held by the Reporting Persons has been adjusted to reflect the reverse stock split. In addition, in connection with the reverse stock split, the conversion price for the Series A Preferred Stock, and the exercise price for the Warrants, was adjusted from

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

\$5.6875 to \$56.875. On August 8, 2001, in accordance with the Certificate of Designations of the Series A Preferred Stock, the conversion price of the Series A Preferred Stock was adjusted to \$5.6875. On August 8, 2001, in accordance with the common stock purchase warrants issued in connection with the Securities Purchase Agreement, the exercise price for the Warrants was adjusted to \$5.6875. The Warrants issued on March 31, 2004 have an exercise price of \$2.00.

As of the date hereof, (i) OHCP directly owns 316.875 shares of Series A Preferred Stock, if such shares were to be converted on March 31, 2004, they would be convertible into 709,743 shares of Common Stock, (ii) OHCMP directly owns 8.125 shares of Series A Preferred Stock, if such shares were to be converted on March 31, 2004, they would be convertible into 18,199 shares of Common Stock, (iii) FWI directly owns 105.00 shares of Series A Preferred Stock, if such shares were to be converted on March 31, 2004, they would be convertible into 235,181 shares of Common Stock, and (iv) OHVF directly owns 60.00 shares of Series A Preferred Stock, if such shares were to be converted on March 31, 2004, they would be convertible into 134,389 shares of Common Stock.

As of the date hereof, (i) OHCP directly owns Warrants to purchase an aggregate of 271,728 shares of Common Stock, (ii) OHCMP directly owns Warrants to purchase an aggregate of 6,968 shares of Common Stock, (iii) FWI directly owns Warrants to purchase an aggregate of 115,550 shares of Common Stock, and (iv) OHVF directly owns Warrants to purchase an aggregate of 25,941 shares of Common Stock.

The New Investors

As of the date hereof, (i) OHCP beneficially owns 981,471 shares of the Common Stock or 21.0% of the issued and outstanding shares of the Common Stock; (ii) OHCMP beneficially owns 25,167 shares of the Common Stock or 0.7% of the issued and outstanding shares of the Common Stock; (iii) OHCP GenPar, because of its position as general partner of each of OHCP and OHCMP may, pursuant to Rule 13d-3 of the Act, be deemed to beneficially own 1,006,638 shares of Common Stock or 21.4% of the issued and outstanding shares of the Common Stock; (iv) OHCP MGP, because of its position as general partner of OHCP GenPar may, pursuant to Rule 13d-3 of the Act, be deemed to beneficially own 1,006,638 shares of Common Stock or 21.4% of the issued and outstanding shares of the Common Stock; (v) OHVF beneficially owns 160,330 shares of the Common Stock or 4.2% of the issued and outstanding shares of the Common Stock; (vi)

23

OHVF GenPar, because of its position as general partner of OHVF may, pursuant to Rule 13d-3 of the Act, be deemed to beneficially own 160,330 shares of Common Stock or 4.2% of the issued and outstanding shares of the Common Stock; (vii) OHVF MGP, because of its position as general partner of OHVF GenPar may, pursuant to Rule 13d-3 of the Act, be deemed to beneficially own 160,330 shares of Common Stock or 4.2% of the issued and outstanding shares of the Common Stock; (viii) FWI beneficially owns 350,731 shares of the Common Stock or 8.7% of the issued and outstanding shares of the Common Stock; (ix) FWM, because of its position as general partner of FWI may, pursuant to Rule 13d-3 of the Act, be deemed to beneficially own 350,731 shares of the Common Stock or 8.7% of the issued and outstanding shares of the Common Stock; and (x) FW Group, because of its position as sole member of OHVF MGP may, pursuant to Rule 13d-3 of the Act, be deemed to beneficially own 160,330 shares of the Common Stock or 4.2% of the issued and outstanding shares of the Common Stock.

The Original Investors

As of the date hereof, (i) Capital beneficially owns 70,727 shares

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

of Common Stock or 1.9% of the issued and outstanding shares of the Common Stock; (ii) Mr. Bass beneficially owns 284,931 shares of Common Stock or 7.7% of the issued and outstanding shares of Common Stock; (iii) Mr. Brown beneficially owns 16,166 shares of Common Stock or 0.4% of the issued and outstanding shares of Common Stock; (iv) Mr. Wolfson beneficially owns 16,666 shares of Common Stock or 0.5% of the issued and outstanding shares of Common Stock; (v) Woodside beneficially owns 12,124 shares of Common Stock or 0.3% of the issued and outstanding shares of Common Stock; (vi) Tonan, because of its position as general partner of Woodside, may, pursuant to Rule 13d-3 of the Act, be deemed to beneficially own 12,124 shares of Common Stock or 0.3% of the issued and outstanding shares of Common Stock; (vii) Group III beneficially owns 4,041 shares of Common Stock or 0.1% of the issued and outstanding shares of Common Stock; and (viii) Mr. Crandall, because of his position as sole member of Group III may, pursuant to Rule 13d-3 of the Act, be deemed to beneficially own 4,041 shares of Common Stock or 0.1% of the issued and outstanding shares.

- (b) Item 5(b) is hereby amended and supplemented by the addition of the following:

The New Investors

Not applicable.

The Original Investors

As of the date hereof, each of Messrs. Bass and Brown, Woodside through its general partner, Tonan, and, Group III through its sole member, Mr. Crandall, has sole power to direct the voting and disposition of the shares of Common Stock beneficially owned by such person as specified in Item 5(a) above. Mr. Wolfson has sole power to direct the voting and disposition of 16,166 shares of Common Stock beneficially owned by him, the remainder of his shares are director options exercisable for Common Stock.

24

- (c) Item 5(c) is hereby amended and supplemented by the addition of the following:

Other than as set forth herein, to the best knowledge of each of the Reporting Persons, none of the Reporting Persons has effected any transactions in the Common Stock during the past 60 days.

Item 6. Contracts, Arrangements, Understandings or Relationships with Respect to Securities of the Issuer.

Item 6 is hereby amended and supplemented by the addition of the following:

Note and Warrant Purchase Agreement

On March 31, 2004, OHCP, OHCMP and FWI entered into a transaction with the Company whereby OHCP, OHCMP and FWI loaned an aggregate of \$1,666,667 to the Company and received in exchange, Subordinated Secured Promissory Notes in the aggregate principal amount of \$2,937,237 and Warrants to purchase an aggregate of 208,333 shares of Common Stock. The Subordinated Secured Promissory Notes and Warrants were issued pursuant to the Note and Warrant Purchase Agreement. In the transaction, OHCP received a Subordinated Secured Promissory Note in the principal amount of \$1,899,462.44 and Warrants to purchase 134,726 shares of Common Stock, OHCMP received a Subordinated Secured Promissory Note in the principal amount of \$48,704.07 and Warrants to purchase 3,455 shares of Common Stock, and FWI received a Subordinated Secured Promissory Note in the

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

principal amount of \$989,070.21 and Warrants to purchase 70,153 shares of Common Stock.

As set forth in the Warrants to Purchase Common Stock issued to each of OHCP, OHCMP and FWI, the exercise price of the Warrants is the greater of (i) 110% of the fair market value of one share of Common Stock, such fair market value is determined based on the average closing price of the Common Stock for the five consecutive trading days immediately prior to, but not including March 31, 2004, the date of the applicable Subordinated Secured Promissory Note, on the Nasdaq Stock Market, or (ii) \$2.00. Pursuant to these terms, subject to adjustment as set forth in the Warrants to Purchase Common Stock, all as more fully set forth in the Note and Warrant Purchase Agreement, the exercise price of the Warrants was established to be \$2.00. On January 31, 2005, 50% of the Warrants will be exercisable. The remaining 50% of the Warrants will be exercisable on March 31, 2005. The expiration date for all the Warrants issued in this transaction is March 31, 2007.

The foregoing description of the Note and Warrant Purchase Agreement is not, and does not purport to be, complete and is qualified in its entirety by reference to the Note and Warrant Purchase Agreement, a copy of which is incorporated by reference herein to the Issuer's Form 8-K as filed with the Securities and Exchange Commission on April 5, 2004. The foregoing description of the Warrants to Purchase Common Stock and the Subordinated Secured Promissory Notes is not, and does not purport to be, complete and is qualified in its entirety by reference to the Form of Warrant to Purchase Common Stock and the Form of Subordinated Secured Promissory Note, copies of which are incorporated by reference herein to the Issuer's Form 8-K as filed with the Securities and Exchange Commission on April 5, 2004.

25

Item 7. Material to be Filed as Exhibits.

Item 7 is hereby amended and supplemented by the addition of the following:

Exhibit 1 -- Note and Warrant Purchase Agreement, incorporated by reference to the Company's Form 8-K filed with the Securities and Exchange Commission on April 5, 2004.

Exhibit 2 -- Form of Warrant to Purchase Common Stock, incorporated by reference to the Company's Form 8-K filed with the Securities and Exchange Commission on April 5, 2004.

Exhibit 3 -- Form of Subordinated Secured Promissory Note, incorporated by reference to the Company's Form 8-K filed with the Securities and Exchange Commission on April 5, 2004.

Exhibit 4 -- Joint Filing Agreement among the Reporting Persons, dated April 5, 2004.

26

After reasonable inquiry and to the best of my knowledge and belief, I certify that the information set forth in this statement is true, complete and correct.

DATED: April 5, 2004

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

OAK HILL CAPITAL PARTNERS, L.P.

By: OHCP GenPar, L.P.,
its general partner

By: OHCP MGP, LLC,
its general partner

By: /s/ Kevin G. Levy

Name: Kevin G. Levy
Title: Vice President

OAK HILL CAPITAL MANAGEMENT
PARTNERS, L.P.

By: OHCP GenPar, L.P.,
its general partner

By: OHCP MGP, LLC,
its general partner

By: /s/ Kevin G. Levy

Name: Kevin G. Levy
Title: Vice President

OHCP GENPAR, L.P.

By: OHCP MGP, LLC,
its general partner

By: /s/ Kevin G. Levy

Name: Kevin G. Levy
Title: Vice President

27

OHCP MGP, LLC

By: /s/ Kevin G. Levy

Name: Kevin G. Levy
Title: Vice President

OAK HILL VENTURE FUND I, L.P.

By: OHVF GenPar I, L.P.,
its general partner

By: OHVF MGP I, LLC,
its general partner

By: /s/ Kevin G. Levy

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

Name: Kevin G. Levy
Title: Vice President

OHVF GENPAR I, L.P.

By: OHVF MGP I, LLC,
its general partner

By: /s/ Kevin G. Levy

Name: Kevin G. Levy
Title: Vice President

OHVF MGP I, LLC

By: /s/ Kevin G. Levy

Name: Kevin G. Levy
Title: Vice President

28

FW INVESTORS V, L.P.

By: FW Management II, LLC,
its general partner

By: /s/ Kevin G. Levy

Name: Kevin G. Levy
Title: President

FW MANAGEMENT II, LLC

By: /s/ Kevin G. Levy

Name: Kevin G. Levy
Title: President

FW GROUP GP, LLC

By: /s/ Kevin G. Levy

Name: Kevin G. Levy
Title: Vice President

/s/ Kevin G. Levy

KEVIN G. LEVY,
Attorney-in-Fact for:

ROBERT M. BASS (1)

- (1) A Power of Attorney authorizing Kevin G. Levy, et al., to act on behalf of Robert M. Bass previously has been filed with the Securities and Exchange Commission.

CAPITAL PARTNERSHIP

By: Margaret Lee Bass 1980 Trust,
Managing Partner

By: Panther City Investment Company,
Trustee

By: /s/ Kevin G. Levy

Name: Kevin G. Levy
Title: Vice President

GROUP III 31, LLC

By: /s/ Kevin G. Levy

Name: Kevin G. Levy
Title: Vice President

/s/ David G. Brown

David G. Brown

/s/ Mark A. Wolfson

Mark A. Wolfson

/s/ Kevin G. Levy

KEVIN G. LEVY,
Attorney-in-Fact for:

J. TAYLOR CRANDALL (2)

- (2) A Power of Attorney authorizing Kevin G. Levy, et al., to act on behalf of J. Taylor Crandall previously has been filed with the Securities and Exchange Commission.

Woodside Partners, L.P.

By: Tonandowah, L.L.C.,
its general partner

By: /s/ John H. Fant

Name: John H. Fant
Title: Vice President

Edgar Filing: EGAIN COMMUNICATIONS CORP - Form SC 13D/A

Tonandowah, L.L.C.

By: /s/ John H. Fant

Name: John H. Fant

Title: Trustee of the Caroline Jean Crandall
1998 Trust, sole member of
Tonandowah, L.L.C.