

SUPPORTSOFT INC  
Form 8-K  
October 20, 2004

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**UNITED STATES**  
**SECURITIES AND EXCHANGE COMMISSION**

Washington, D.C. 20549

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**FORM 8-K**

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**CURRENT REPORT**

**Pursuant to Section 13 or 15(d) of the**  
**Securities Exchange Act of 1934**

**Date of Report (Date of Earliest Event Reported): October 20, 2004**

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**SUPPORTSOFT, INC.**

(Exact name of registrant as specified in its charter)

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**Delaware**  
(State or Other Jurisdiction

of Incorporation)

**575 Broadway, Redwood City, CA**  
(Address of principal executive offices)

**000-30901**  
(Commission File Number)

**94-3282005**  
(I.R.S. Employer

Identification Number)

**94063**  
(Zip Code)

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(650) 556-9440

(Registrant's telephone number, including area code)

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Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligations of the registrant under any of the following provisions (see General Instruction A.2. below):

- Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
  - Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)
  - Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
  - Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240-13e-4(c))
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**Section 2 - Financial Information**

**Item 2.02. Results of Operations and Financial Condition**

*The information contained in this Item 2.02 and in the accompanying exhibit shall not be deemed filed for purposes of Section 18 of the Securities Exchange Act of 1934, as amended (the Exchange Act), or incorporated by reference in any filing under the Exchange Act or the Securities Act of 1933, as amended (the Securities Act), except as shall be expressly set forth by specific reference in such filing.*

On October 20, 2004, SupportSoft, Inc. (the Company) issued a press release announcing its results for the quarter ended September 30, 2004, and intends to present additional information during a related conference call held on October 20, 2004. The press release and the conference call contain forward-looking statements regarding the Company and include cautionary statements identifying important factors that could cause actual results to differ materially from those anticipated.

**Section 9 Financial Statements and Exhibits**

**Item 9.01. Financial Statements and Exhibits**

*The information contained in this Item 9.01 and in the accompanying exhibit shall not be deemed filed for purposes of Section 18 of the Exchange Act or incorporated by reference in any filing under the Exchange Act or the Securities Act, except as shall be expressly set forth by specific reference in such filing.*

**(c) Exhibits.**

<u>Exhibit</u>	<u>Description</u>
99.1	Press Release issued by SupportSoft Inc. dated October 20, 2004.

**SIGNATURE**

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

Dated: October 20, 2004

SUPPORTSOFT, INC.

By:                                 /s/ Brian M. Beattie                                

                                Brian M. Beattie  
                                Executive Vice President of Finance and  
Administration and Chief Financial Officer  
  
                                (Principal Financial Officer and Chief  
                                Accounting Officer)

**EXHIBIT INDEX**

<u>Exhibit No.</u>	<u>Description</u>
99.1	Press Release issued by SupportSoft dated October 20, 2004.