

SUPPORTSOFT INC  
Form 8-K  
April 27, 2005

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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): April 27, 2005**

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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 April 27, 2005, SupportSoft, Inc. (the Company) issued a press release announcing its results for the quarter ended March 31, 2005, and intends to present additional information during a related conference call held on April 27, 2005. 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 8 Other Events**

**Item 8.01 Other Events**

On April 27, 2005, the Company issued a press release attached hereto as Exhibit 99.2. In the release, the Company announced a share repurchase program as authorized by the Board of Directors to acquire in the open market or in block trades, from time to time and in accordance with applicable laws, rules and regulations, up to 2 million shares of Common Stock.

**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	

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Press Release issued by SupportSoft, Inc. dated April 27, 2005, announcing the Company's results for the quarter ended March 31, 2005.

99.2 Press Release issued by SupportSoft, Inc. dated April 27, 2005, announcing the approval of a share repurchase program.

**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: April 27, 2005

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**

<b>Exhibit No.</b>	<b>Description</b>
99.1	Press Release issued by SupportSoft dated April 27, 2005.
99.2	Press Release issued by SupportSoft dated April 27, 2005.