**DENNEDY JIM** Form SC 13D/A September 10, 2004

UNITED STATES

SECURITIES AND EXCHANGE COMMISSION WASHINGTON, D.C. 20549

SCHEDULE 13D

UNDER THE SECURITIES EXCHANGE ACT OF 1934

(AMENDMENT NO. 1) \*

ART TECHNOLOGY GROUP, INC.

(Name of Issuer)

Common Stock

(Title of Class of Securities)

CUSIP NO. 458727 20 3

(CUSIP Number)

James H. Dennedy Mitchell-Wright Technology Group, LLC
8060 Montgomery Road, Suite 205

Mitchell-Wright Technology Group, LLC
185 Great Neck Road, Suite 460 8060 Montgomery Road, Suite 205 Cincinnati, OH 45236

Richard S. Rofe Great Neck, NY 11020

(513) 792-5100

(516) 466-5258

Name, Address and Telephone Number of Person Authorized to Receive Notices and Communications

September 9, 2004

\_\_\_\_\_\_

(Date of Event Which Requires Filing of This Statement)

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

NOTE: Schedules filed in paper format shall include a signed original and five copies of the schedule, including all exhibits. See Rule 13d-7 for other parties to whom copies are to be sent.

\*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 the disclosures provided in a prior cover page.

The information required in 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 ("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).

SCHEDULE 13D CUSIP NO. 458727 20 3 PAGE 2 OF 23 PAGES -----Names of Reporting Persons. (1)S.S. or Identification Nos. of above persons (entities only). SSH Partners I, LLP Check the Appropriate Box if a Member (a) /x/of a Group (See Instructions) (b) // Sec Use Only Source of Funds (see instructions) WC \_\_\_\_\_\_ Check if disclosure of legal proceedings is required pursuant to Items 2(d) or 2(e). (6) Citizenship or Place of Organization Delaware \_\_\_\_\_\_ Number of Shares Beneficially Owned by Each (7) Sole Voting Power Reporting Person with: 125,000 (8) Shared Voting Power 0 (9) Sole Dispositive Power 125,000 \_\_\_\_\_ Shared Dispositive Power \_\_\_\_\_\_ Aggregate Amount Beneficially Owned by Each Reporting Person 125,000 (12)Check if the Aggregate Amount in Row (11) Excludes Certain Shares (See Instructions) //

(13)	Percent of Class Represented by Amou 0.2%	ınt in R	Row (11)	
(14)	Type of Reporting Person (See Instru	)		
	*SEE INSTRUCTIONS BEFOR	RE FILLI	NG OUT!	
CUSIP NO	SCHEDULE 13	3D		PAGE 3 OF 23 PAGE
(1)	Names of Reporting Persons. S.S. or Identification Nos. of above	e person	s (entit	ies only).
	Mitchell-Wright Technology Group, LI	CC	41-	2142179
(2)	Check the Appropriate Box if a Member of a Group (See Instructions)	er	(a) (b)	/x/ //
(3)	Sec Use Only			
(4)	Source of Funds (see instructions) WC			
(5)	Check if disclosure of legal proceed Items 2(d) or 2(e).	dings is	require	d pursuant to
(6)	Citizenship or Place of Organization	า		
	Delaware			
	f Shares Beneficially Owned by Each	(7)	Sole	 Voting Power
keportin	g Person with:		125,0	00
		(8)	Share	d Voting Power
			0	
		(9)	Sole	Dispositive Power
			125,0	00
		(10)	Share	d Dispositive Power
			0	
(11)	Aggregate Amount Beneficially Owned 125,000	by Each	Reporti	ng Person

(12)	Check if the Aggregate Amount in I (See Instructions) //	Row (11) Ex	cludes	Certain Shares	
(13)	Percent of Class Represented by Ar 0.2%	mount in Ro	 w (11)		
(14)	Type of Reporting Person (See Inst	tructions)			
	*SEE INSTRUCTIONS BE	FORE FILLIN	G OUT!		
CUSIP NO	SCHEDULE . 458727 20 3	13D		PAGE 4 OF 23 PAG	ΞS
(1)	Names of Reporting Persons. S.S. or Identification Nos. of about	ove persons	(entit	ies only).	
	Mitchell-Wright, LLC				
(2)	Check the Appropriate Box if a Mer of a Group (See Instructions)		(a) (b)	/x/ //	
(3)	Sec Use Only				
(4)	Source of Funds (see instructions	)			
(5)	Check if disclosure of legal processives 2(d) or 2(e).	eedings is	require	d pursuant to	
(6)	Citizenship or Place of Organizat:	ion			
	Delaware				
	f Shares Beneficially Owned by Eacl	h (7)	Sole	Voting Power	
Reporting	g Person with:		125,	000	
		(8)	Shar	ed Voting Power	
			0		
		(9)	Sole	Dispositive Power	
			125,	000 	
		(10)	Shar	ed Dispositive Pow	er

(11)	Aggregate Amount Beneficially Owned 125,000	by Each	Reporti	ng Person
(12)	Check if the Aggregate Amount in Row (See Instructions) //	7 (11) Ez	cludes (	Certain Shares
(13)	Percent of Class Represented by Amou 0.2%	int in Ro	 оw (11)	
(14)	Type of Reporting Person (See Instru 00	ctions)		
	*SEE INSTRUCTIONS BEFOR	E FILLI	NG OUT!	
	SCHEDULE 13	SD		
CUSIP NO.	. 458727 20 3			PAGE 5 OF 23 PAGES
(1)	Names of Reporting Persons. S.S. or Identification Nos. of above	persons	s (entit	ies only).
	James Dennedy			
(2)	Check the Appropriate Box if a Membe of a Group (See Instructions)	er	(a) (b)	
(3)	Sec Use Only			
(4)	Source of Funds (see instructions) PF/AF			
(5)	Check if disclosure of legal proceed Items 2(d) or 2(e).	lings is	required	d pursuant to
(6)	Citizenship or Place of Organization	. — — — — — — — — — — — — — — — — — — —		
	USA			
	f Shares Beneficially Owned by Each	(7)	Sole V	Joting Power
Reporting	g Person with:		145,00	00
		(8)	Share	d Voting Power
			0	
		(9)	Sole I	 Dispositive Power

			145,00	0
		(10)	Shared	l Dispositive Power
			0	
(11)	Aggregate Amount Beneficially Owned 145,000	by Each	Reportin	g Person
(12)	Check if the Aggregate Amount in Row (See Instructions) //		cludes C	ertain Shares
(13)	Percent of Class Represented by Amou 0.2%	 Int in Ro	ow (11)	
(14)	Type of Reporting Person (See Instru	ctions)		
	*SEE INSTRUCTIONS BEFOR	RE FILLIN	G OUT!	
CUSIP NO	SCHEDULE 13	3D		PAGE 6 OF 23 PAGES
(1)	Names of Reporting Persons. S.S. or Identification Nos. of above	persons	(entiti	es only).
	Arcadia Partners, L.P.			
(2)	Check the Appropriate Box if a Membe of a Group (See Instructions)	 :r	(a) (b)	/x/ //
(3)	Sec Use Only			
(4)	Source of Funds (see instructions) WC			
(5)	Check if disclosure of legal proceed Items 2(d) or 2(e).	lings is	required	l pursuant to
(6)	Citizenship or Place of Organization	.————— I		
	Delaware			
	f Shares Beneficially Owned by Each g Person with:	(7)	Sole V	oting Power
Webot CIII	g rerson wren.		36 <b>,</b> 744	
		(8)	Shared	l Voting Power

			0		
		(9)	Sole	Dispositive Power	
			36 <b>,</b> 74	44	
		(10)	Share	ed Dispositive Power	
			0		
(11)	Aggregate Amount Beneficially Owned 36,744	by Each	Reporti	ing Person	
(12)	Check if the Aggregate Amount in Ro (See Instructions) //	 w (11) E	xcludes	Certain Shares	
(13)	Percent of Class Represented by Amor	unt in R	ow (11)		
(14)	Type of Reporting Person (See Instr PN	uctions)			
	*SEE INSTRUCTIONS BEFOR	 RE FILLI	 NG OUT!		
	SCHEDULE 1	3D			
CUSIP N	NO. 458727 20 3			PAGE 7 OF 23 PAGES	
(1)	Names of Reporting Persons. S.S. or Identification Nos. of above	e person	s (entit	cies only).	
	Arcadia Capital Management, LLC				
(2)	Check the Appropriate Box if a Member of a Group (See Instructions)	 er	(a) (b)	/x/ //	
(3)	Sec Use Only				
(4)	Source of Funds (see instructions) WC				
(5)	Check if disclosure of legal proceed Items 2(d) or 2(e).	 dings is	require	ed pursuant to	
(6)	Citizenship or Place of Organization	 n			
	Delaware				

	f Shares Beneficially Owned by Each g Person with:	(7)		Voting Power
			36 <b>,</b> 74	4 
		(8)	Shared	d Voting Power
			0	
		(9)	Sole I	Dispositive Power
			36,74	4
		(10)	Shared	d Dispositive Power
			0	
(11)	Aggregate Amount Beneficially Owned 36,744	by Each	Reportin	ng Person
(12)	Check if the Aggregate Amount in Row (See Instructions) //	 7 (11) E:	xcludes (	Certain Shares
(13)	Percent of Class Represented by Amou	int in Ro	 ow (11)	
(14)	Type of Reporting Person (See Instru	ctions)		
	*SEE INSTRUCTIONS BEFOR	RE FILLII	NG OUT!	
CUSIP NO	SCHEDULE 13	BD		PAGE 8 OF 23 PAGES
(1)	Names of Reporting Persons. S.S. or Identification Nos. of above	person:	s (entiti	ies only).
	Richard Rofe			
(2)	Check the Appropriate Box if a Member of a Group (See Instructions)		(a) (b)	
(3)	Sec Use Only			
(4)	Source of Funds (see instructions) WC			
(5)	Check if disclosure of legal proceed Items 2(d) or 2(e).			

(6)	USA	1		
	f Shares Beneficially Owned by Each	(7)	Sole	Voting Power
Reportin	g Person with:		172,	244
		(8)	Shar	ed Voting Power
			0	
		(9)	Sole	Dispositive Power
			172,	244
		(10)	Shar	ed Dispositive Power
			0	
(11)	Aggregate Amount Beneficially Owned 172,244	by Each	Report	ing Person
(12)	Check if the Aggregate Amount in Row (See Instructions) //	v (11) E	 xcludes	Certain Shares
(13)	Percent of Class Represented by Amor	unt in R	 ow (11)	
(14)	Type of Reporting Person (See Instru	uctions)		
	*SEE INSTRUCTIONS BEFOR	RE FILLI	NG OUT!	
GUGTE NO	SCHEDULE 13	3D		
CUSIP NO	. 458727 20 3			PAGE 9 OF 23 PAGES
(1)	Names of Reporting Persons. S.S. or Identification Nos. of above	e person	s (enti	ties only).
	Parche, LLC		20-087	0632
(2)	Check the Appropriate Box if a Member of a Group (See Instructions)	 er	(a) (b)	
(3)	Sec Use Only			
(4)	Source of Funds (see instructions)			

(5)	Check if disclosure of legal proceed Items 2(d) or 2(e).	dings is	required pursuant to
(6)	Citizenship or Place of Organization	n	
	Delaware		
	of Shares Beneficially Owned by Each	(7)	Sole Voting Power
керогс	ing Person with:		0
		(8)	Shared Voting Power
			620,776
		(9)	Sole Dispositive Power
		(10)	Shared Dispositive Power
			620,776
(11)	Aggregate Amount Beneficially Owned 620,776	by Each	Reporting Person
(12)	Check if the Aggregate Amount in Ros (See Instructions) //	 w (11) E	xcludes Certain Shares
(13)	Percent of Class Represented by Amor	unt in R	Cow (11)
(14)	Type of Reporting Person (See Instruction)	 uctions)	
	*SEE INSTRUCTIONS BEFOR	 RE FILLI	NG OUT!
	SCHEDULE 1.	3D	
CUSIP 1	NO. 458727 20 3		PAGE 10 OF 23 PAGES
(1)	Names of Reporting Persons. S.S. or Identification Nos. of above	e person	s (entities only).
	Starboard Value & Opportunity Fund,	LLC	
(2)	Check the Appropriate Box if a Membor of a Group (See Instructions)	 er	(a) /x/ (b) //
(3)	Sec Use Only		

(4)	Source of Funds (see instructions) WC		
(5)	Check if disclosure of legal proceed Items 2(d) or 2(e).	dings is	s required pursuant to
(6)	Citizenship or Place of Organization	 n	
	Delaware		
	of Shares Beneficially Owned by Each	(7)	Sole Voting Power
Reporti	ng Person with:		0
		(8)	Shared Voting Power
			3,259,080
		(9)	Sole Dispositive Power
			0
		(10)	Shared Dispositive Power
			3,259,080
(11)	Aggregate Amount Beneficially Owned 3,259,080	by Each	n Reporting Person
(12)	Check if the Aggregate Amount in Row (See Instructions) //	 м (11) Е	Excludes Certain Shares
(13)	Percent of Class Represented by Amor 4.4%	unt in F	Row (11)
(14)	Type of Reporting Person (See Instruction)	uctions)	
	*SEE INSTRUCTIONS BEFORE		ING OUT!
	SCHEDULE 1:	3D	
CUSIP N	10. 458727 20 3		PAGE 11 OF 23 PAGE
(1)	Names of Reporting Persons. S.S. or Identification Nos. of above		ns (entities only).
	Admiral Advisors, LLC		
(2)	Check the Appropriate Box if a Membe	 er	(a) /x/

	of a Group (See Instructions)		(b)	//
(3)	Sec Use Only			
(4)	Source of Funds (see instructions) WC			
(5)	Check if disclosure of legal proceed Items 2(d) or 2(e).	dings is	required	d pursuant to
(6)	Citizenship or Place of Organization	n		
	Delaware			
	f Shares Beneficially Owned by Each	(7)	Sole V	 /oting Power
Reportin	g Person with:		0	
		(8)	Shared	d Voting Power
			3,879,	. 856
		(9)	Sole I	Dispositive Power
			0	
		(10)	Shared	d Dispositive Power
			3,879,	.856
(11)	Aggregate Amount Beneficially Owned 3,879,856	by Each	Reportir	ng Person
(12)	Check if the Aggregate Amount in Rot (See Instructions) //	 w (11) E:	xcludes (	Certain Shares
(13)	Percent of Class Represented by Amor	unt in R	ow (11)	
(14)	Type of Reporting Person (See Instruction)	uctions)		
	*SEE INSTRUCTIONS BEFOR	RE FILLI	 NG OUT!	
	SCHEDULE 1	3D		
CUSIP NO	. 458727 20 3			PAGE 12 OF 23 PAGES
(1)	Names of Reporting Persons. S.S. or Identification Nos. of above	e person	s (entiti	ies only).

Ramius Capital Group, LLC

(2)	Check the Appropriate Box if a Membe	 er	 (a)	/x/
	of a Group (See Instructions)		(b)	//
(3)	Sec Use Only			
(4)	Source of Funds (see instructions) WC			
(5)	Check if disclosure of legal proceed Items 2(d) or 2(e).	lings is	required	pursuant to
(6)	Citizenship or Place of Organization	 1		
	Delaware			
	f Shares Beneficially Owned by Each	(7)	Sole V	oting Power
Reportin	g Person with:		0	
		(8)	Shared	Voting Power
			3,879,	856
		(9)	Sole D	ispositive Power
			0	
		(10)	Shared	Dispositive Power
			3,879,	856
(11)	Aggregate Amount Beneficially Owned 3,879,856	by Each	Reportin	g Person
(12)	Check if the Aggregate Amount in Row (See Instructions) //	л (11) E	xcludes C	ertain Shares
(13)	Percent of Class Represented by Amou 5.3%			
(14)	Type of Reporting Person (See Instru	octions)		
	*CPF INCTDICATIONS REPOR			

SCHEDULE 13D

	NO. 458727 20 3			PAGE 13 OF 23 PAGE
(1)	Names of Reporting Persons. S.S. or Identification Nos. of above	e person	s (entit	ies only).
	C4S & Co., LLC			
(2)	Check the Appropriate Box if a Member of a Group (See Instructions)	 er	(a) (b)	/x/ //
(3)	Sec Use Only			
(4)	Source of Funds (see instructions) WC			
(5)	Check if disclosure of legal proceed Items 2(d) or 2(e).	dings is	required	d pursuant to
(6)	Citizenship or Place of Organization	n		
	Delaware			
	of Shares Beneficially Owned by Each	(7)	Sole V	Voting Power
	of Shares Beneficially Owned by Each ing Person with:	(7)	Sole V	Joting Power
		(7)	0	Voting Power
			0	d Voting Power
			0 Shared	d Voting Power
		(8)	0 Shared	d Voting Power
		(8)	0 Shared 3,879, Sole I	d Voting Power ,856 Dispositive Power
		(8) (9)	0 Shared 3,879, Sole I	d Voting Power ,856  Dispositive Power  d Dispositive Powe
Report		(8)  (9)  (10)	0 Shared 3,879, Sole I 0 Shared 3,879,	d Voting Power ,856 Dispositive Power d Dispositive Powe
 (11)	ing Person with:  Aggregate Amount Beneficially Owned	(8) (9) (10) by Each	Shared 3,879, Sole I  O Shared 3,879, Reportin	d Voting Power ,856 Dispositive Power d Dispositive Powe ,856
	Aggregate Amount Beneficially Owned 3,879,856  Check if the Aggregate Amount in Ro	(8) (9) (10) by Each	Shared 3,879, Sole I  Shared 3,879, Reportin	d Voting Power ,856 Dispositive Power d Dispositive Power

\*SEE INSTRUCTIONS BEFORE FILLING OUT!

### SCHEDULE 13D

CUSIP 1	NO. 458727 20 3		PAGE 14 OF 23 PAGE				
(1)	Names of Reporting Persons. S.S. or Identification Nos. of above persons (entities only).						
	Peter A. Cohen						
(2)	Check the Appropriate Box if a Member of a Group (See Instructions)	 er	(a) /x/ (b) //				
(3)	Sec Use Only						
(4)	Source of Funds (see instructions) WC						
(5)	Check if disclosure of legal proceedings is required pursuant to Items 2(d) or 2(e).						
(6)	Citizenship or Place of Organization						
	USA						
	of Shares Beneficially Owned by Each	(7)	Sole Voting Power				
Keport.	ing Person with:		0				
		(8)	Shared Voting Power				
			3,879,856				
		(9)	Sole Dispositive Power				
			0				
		(10)	Shared Dispositive Power				
			3,879,856				
(11)	Aggregate Amount Beneficially Owned 3,879,856	by Each	Reporting Person				
(12)	Check if the Aggregate Amount in Rot (See Instructions) //	v (11) E	xcludes Certain Shares				
(13)	Percent of Class Represented by Amor 5.3%	 unt in R	ow (11)				

(14)	Type of Reporting Person (See Instr IN	uctions)			
	*SEE INSTRUCTIONS BEFO	RE FILLI	NG OUT!		
CUSIP NO	SCHEDULE 1.	3D		PAGE 15 OF 23 PAGES	
(1)	Names of Reporting Persons. S.S. or Identification Nos. of above	e person	s (entit	ties only).	
	Morgan B. Stark				
(2)	Check the Appropriate Box if a Member of a Group (See Instructions)	er	(a) (b)	/x/ //	
(3)	Sec Use Only				
(4)	Source of Funds (see instructions) WC				
(5)	Check if disclosure of legal proceed Items 2(d) or 2(e).	dings is	require	ed pursuant to	
(6)	Citizenship or Place of Organization  USA				
	of Shares Beneficially Owned by Each	(7)	Sole	Voting Power	
пероген	ig reroon wren.		0		
		(8)	Share	ed Voting Power	
			3,879	9,856	
		(9)	Sole	Dispositive Power	
			0		
		(10)	Share	ed Dispositive Power	
			3,879	9,856	
(11)	Aggregate Amount Beneficially Owned by Each Reporting Person 3,879,856				
(12)	Check if the Aggregate Amount in Ro	 м (11) Е	xcludes	Certain Shares	

(13)	Percent of Class Represented by Amount in Row (11) 5.3%							
(14)	Type of Reporting Person (See Instr IN	uctions)						
	*SEE INSTRUCTIONS BEFO	RE FILLIN	IG OUT!					
	SCHEDULE 1	3D						
CUSIP NO	. 458727 20 3			PAGE 16 OF 23 PAGE				
(1)	Names of Reporting Persons. S.S. or Identification Nos. of abov	e persons	entit	cies only).				
	Jeffrey M. Solomon							
(2)	Check the Appropriate Box if a Memb of a Group (See Instructions)	er	(a) (b)	/x/ //				
(3)	Sec Use Only							
(4)	Source of Funds (see instructions) WC							
(5)	Check if disclosure of legal procee Items 2(d) or 2(e).	dings is	require	ed pursuant to				
(6)	Citizenship or Place of Organizatio	 n						
	USA							
	f Shares Beneficially Owned by Each g Person with:	(7)	Sole V	Joting Power				
1.00010111	g		0					
		(8)	Shared	d Voting Power				
			3,879,	.856				
		(9)	Sole I	Dispositive Power				
			0					
		(10)	Shared	d Dispositive Power				
			3,879,	. 856				
(11)	Aggregate Amount Beneficially Owned 3,879,856	by Each	Reporti	ing Person				

(12)	Check if the Aggregate Amount in Row See Instructions) //	v (11) E	 Excludes	Certain Shares (			
(13)	Percent of Class Represented by Amount in Row (11) 5.3%						
(14)	Type of Reporting Person (See Instru	 uctions)					
	*SEE INSTRUCTIONS BEFOR	RE FILLI	NG OUT!				
CUSIP N	SCHEDULE 13	3D		PAGE 17 OF 23 PAGES			
(1)	Names of Reporting Persons. S.S. or Identification Nos. of above Thomas W. Strauss	e person	ns (entit	cies only).			
(2)	Check the Appropriate Box if a Member of a Group (See Instructions)	 er	(a) (b)	/x/ //			
(3)	Sec Use Only						
(4)	Source of Funds (see instructions) WC						
(5)	Check if disclosure of legal proceed Items 2(d) or 2(e).	 lings is	require	ed pursuant to			
(6)	Citizenship or Place of Organization						
	of Shares Beneficially Owned by Each .ng Person with:	(7)	Sole	Voting Power			
			0				
		(8)	Share	ed Voting Power			
			3,879	9,856 			
		(9)	Sole	Dispositive Power			
			0				
		(10)	Share	ed Dispositive Power			

3,879,856

(11) Aggregate Amount Beneficially Owned by Each Reporting Person 3,879,856

(12) Check if the Aggregate Amount in Row (11) Excludes Certain Shares (See Instructions) //

(13) Percent of Class Represented by Amount in Row (11) 5.3%

(14) Type of Reporting Person (See Instructions) IN

\*SEE INSTRUCTIONS BEFORE FILLING OUT!

### ITEM 1. SECURITY AND ISSUER

This Amendment No. 1 to Schedule 13D relates to shares of the Common Stock, par value \$0.01 per share ("Common Stock"), of Art Technology Group, Inc. (the "Issuer" or the "Company") and is being filed on behalf of the undersigned to amend the Schedule 13D which was originally filed on August 24, 2004 (the "Schedule 13D"). Unless otherwise indicated, all capitalized terms used herein but not defined herein shall have the same meanings as set forth in the Schedule 13D.

#### ITEM 2. IDENTITY AND BACKGROUND

This Amendment No. 1 to Schedule 13D is filed by a group consisting of SSH Partners I, LP, Mitchell-Wright Technology Group, LLC, Mitchell-Wright, LLC, James Dennedy, Arcadia Partners, L.P., Arcadia Capital Management, LLC, Richard Rofe, Parche, LLC, Starboard Value & Opportunity Fund, LLC, Admiral Advisors, LLC, Ramius Capital Group, LLC, C4S & Co., LLC, Peter A. Cohen, Morgan B. Stark, Jeffrey M. Solomon, and Thomas W. Strauss (collectively, the "Reporting Persons").

### ITEM 3. SOURCE AND AMOUNT OF FUNDS OR OTHER CONSIDERATION

The additional shares of Common Stock purchased by the Reporting Persons since the filing of the Schedule 13D, as described in Item 5 below, were made in open market transactions. All such purchases of Common Stock by each of the Reporting Persons were funded by working capital, which may, at any given time, include margin loans made by brokerage firms in the ordinary course of business. The amount of funds expended for such purchases was \$15,655 by Parche, LLC, and \$82,191 by Starboard Value & Opportunity Fund, LLC.

#### ITEM 4. PURPOSE OF THE TRANSACTION

On September 9, 2004, representatives of Mitchell-Wright Technology Group, LLC ("MWTG"), on behalf of the Reporting Persons, met with three members of the board of directors of the Company, Paul Shorthose, David Elsbree and Phyllis Swersky, to discuss MWTG's proposals that the Company (i) should commit to more significant cost synergies in connection with the Company's proposed merger with Primus Knowledge Solutions, Inc. ("PKSI") and (ii) enact changes in the Company's

corporate governance, as outlined in MWTG's letter to Robert Burke dated August 18, 2004, a copy of which was attached to the Schedule 13D.

MWTG was pleased to explain to these board members its concerns regarding the proposed merger with PKSI and to present its proposals to address such concerns. However, absent an adequate response from the Company on the elements of MWTG's proposals, the Reporting Persons cannot support the proposed merger with PKSI. MWTG is committed to working with the Company to develop a mutually acceptable solution that commits to lower overall operating costs and makes improvements to the Company's corporate governance to make the Company more accountable to the shareholders.

MWTG will continue to evaluate the proposed merger with PKSI and the Company's business, financial condition, operating results, capital structure, management, stock market performance, future prospects, competitive outlook and other relevant factors. If, based on such evaluation, MWTG concludes that the proposed merger is not in the best interests of the stockholders of the Company, MWTG may determine to solicit proxies against the proposed merger at the special meeting of stockholders called by the board of directors for that purpose.

### ITEM 5. INTEREST IN SECURITIES OF THE ISSUER

### (a), (b)

The aggregate number of shares of Common Stock to which this Schedule 13D relates is 4,197,100 shares, representing 5.7% of the 73,828,622 shares of Common Stock reported by the Company to be issued and outstanding as of June 30, 2004, in its Form 10-Q filed with the Securities and Exchange Commission on August 9, 2004. The Reporting Persons beneficially own those shares as follows:

As of the date hereof, SSH Partners I, LP beneficial owns an aggregate of 125,000 shares of Common Stock, representing approximately 0.2% of the issued and outstanding shares of Common Stock. In addition, by virtue of the relationships described under Item 2 of the Schedule 13D, each of Mitchell-Wright Capital Group, LLC, Mitchell-Wright, LLC and James Dennedy may be deemed to have an indirect beneficial ownership of all the shares of Common Stock beneficially owned by SSH Partners I, LP.

As of the date hereof, Mr. Dennedy beneficial owns an aggregate of 145,000 shares of Common Stock, representing approximately 0.2% of the shares of Common Stock presently outstanding. Included in this amount are 20,000 shares of Common Stock owned directly by Mr. Dennedy and the 125,000 shares of Common Stock owned by SSH Partners I, LP, in which Mr. Dennedy may be deemed to have an indirect beneficial ownership interest as described above. Mr. Dennedy has sole voting and dispositive power with respect to the 20,000 shares of Common Stock owned directly by him and the 125,000 shares of Common Stock owned by SSH Partners I, LP.

Mr. Dennedy, Mitchell-Wright, LLC and Mitchell-Wright Technology Group, LLC each disclaim beneficial ownership of the shares of the Issuer's Common Stock held of record by SSH Partners I, LP, and the filing of this Schedule 13D shall not be construed as an admission that any such person is the beneficial owner of any such securities.

As of the date hereof, Arcadia Partners, LP beneficial owns an aggregate of 36,744 shares of Common Stock, representing less than 0.1% of the shares of Common Stock presently outstanding. In addition, by virtue of the relationships described under Item 2 of this Schedule 13D, each of Arcadia Capital Management, LLC and Richard Rofe may be deemed to have an indirect beneficial ownership of all the shares of Common Stock beneficially owned by Arcadia Partners, LP.

As of the date hereof, Mr. Rofe beneficial owns an aggregate of 172,244 shares of Common Stock, representing approximately 0.2% of the shares of Common Stock presently outstanding. Included in this amount are 135,500 shares of Common Stock owned directly by Mr. Rofe and the 36,744 shares of Common Stock owned by Arcadia Partners, LP, in which Mr. Rofe may be deemed to have an indirect beneficial ownership interest as described above. Mr. Rofe has sole voting and dispositive power with respect to both the 135,500 shares of Common Stock owned directly by him and the 36,744 shares of Common Stock owned by Arcadia Partners, LP by virtue of his authority to vote and dispose of such shares of Common Stock.

Mr. Rofe and Arcadia Capital Management, LLC each disclaim beneficial ownership of the shares of the Issuer's Common Stock held of record by Arcadia Partners, LP, and the filing of this Schedule 13D shall not be construed as an admission that any such person is the beneficial owner of any such securities.

As of the date hereof, Parche, LLC beneficially owns an aggregate of 620,776 shares of Common Stock, representing approximately 0.8% of the shares of Common Stock presently outstanding. In addition, by virtue of the relationships described under Item 2 of this Schedule 13D, each of Admiral Advisors, LLC, Ramius Capital Group, LLC, C4S & Co., Peter A. Cohen, Morgan B. Stark, Jeffrey M. Solomon and Thomas W. Strauss may be deemed to have an indirect beneficial ownership of all the shares of Common Stock beneficially owned by Parche, LLC.

As of the date hereof, Starboard Value & Opportunity Fund, LLC beneficially owns an aggregate of 3,259,080 shares of Common Stock, representing approximately 4.4% of the outstanding shares of Common Stock. In addition, by virtue of the relationships described under Item 2 of this Schedule 13D, each of Admiral Advisors, LLC, Ramius Capital Group, LLC, C4S & Co., LLC, Peter A. Cohen, Morgan B. Stark, Jeffrey M. Solomon and Thomas W. Strauss may be deemed to have an indirect beneficial ownership of all the shares of Common Stock beneficially owned by Starboard Value & Opportunity Fund, LLC.

Each of Messrs. Cohen, Stark, Solomon and Strauss shares voting and dispositive power with respect to both the 620,776 shares of Common Stock owned by Parche, LLC and the 3,259,080 shares of Common Stock owned by Starboard Value & Opportunity Fund, LLC by virtue of their status as joint managing members of C4S & Co., LLC, the Managing Member of Ramius Capital Group, LLC, which in turn is the Managing Member of Admiral Advisors, LLC, which is the Managing Member of both Parche, LLC and Starboard Value & Opportunity Fund, LLC.

Messrs. Cohen, Stark, Solomon, and Strauss, C4S & Co., LLC, Ramius Capital Group, LLC and Admiral Advisors, LLC each disclaim beneficial ownership of the shares of the Issuer's Common Stock held of record by Parche, LLC and Starboard Value & Opportunity Fund, LLC, and the filing of this Schedule 13D shall not be construed as an admission that any such person is the beneficial owner of any such securities.

To the best knowledge of the Reporting Persons, none of the persons or entities listed in Item 2 beneficially owns any other shares of the Company. Each of the Reporting Persons disclaims beneficial ownership of shares of Common Stock solely as a result of Rule 13d-5 (b) (1) under the Securities Exchange Act of 1934, as amended.

(c) Information with respect to all transactions in the shares of Common Stock which were effected since the most recent filing on Schedule 13D by each of the Reporting Persons is set forth on Schedule I annexed hereto and incorporated herein by reference.

- (d) Not applicable
- (e) Not applicable

ITEM 6. CONTRACTS, ARRANGEMENTS, UNDERSTANDINGS OR RELATIONSHIPS WITH RESPECT TO SECURITIES OF THE ISSUER

MWTG, Parche, LLC, and Starboard Value and Opportunity Fund, LLC have an agreement pursuant to which MWTG provides advice and services with respect to the parties' investments in the Common Stock of the Issuer, among other matters. Under such agreement, the parties agree to coordinate the acquisition and disposition of Common Stock of the Issuer with MWTG and to cooperate with respect to proxy votes and related matters (however, each of the parties to the agreement retains the sole discretion over acquisitions and dispositions of, and voting authority over, the shares of Common Stock that it holds). For such services, MWTG receives an amount equal to a percentage of the profits realized by such parties on their investment in the Issuer. The parties have also agreed to share expenses incurred by the group. A written agreement between the parties with respect to the foregoing has not yet been formalized.

ITEM 7. MATERIAL TO BE FILED AS EXHIBITS

None.

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#### SIGNATURE

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.

By: James Dennedy

By: James Dennedy Managing Member

September 10, 2004 Mitchell-Wright, LLC

/s/ James Dennedy

By: James Dennedy Managing Member

September 10, 2004 /s/ James Dennedy

James Dennedy

September 10, 2004		Arcadia Partners, L.P. By: Arcadia Capital Management, LLC, its General Partner /s/ Richard Rofe
	Ву:	Richard Rofe Member
September 10, 2004		Arcadia Capital Management, LLC /s/ Richard Rofe
	Ву:	Richard Rofe Member
September 10, 2004		/s/ Richard Rofe
		Richard Rofe
September 10, 2004		Parche, LLC By: Admiral Advisors, LLC, its managing member /s/ Jeffrey M. Solomon
	Ву:	Jeffrey M. Solomon Authorized Signatory
September 10, 2004		Starboard Value & Opportunity Fund, LLC By: Admiral Advisors, LLC, its managing member /s/ Jeffrey M. Solomon
	Ву:	Jeffrey M. Solomon Authorized Signatory
September 10, 2004		Ramius Capital Group, LLC By: C4S & Co., LLC, its Managing Member /s/ Jeffrey M. Solomon
	Ву:	Jeffrey M. Solomon Authorized Signatory
September 10, 2004		C4S & Co., LLC /s/ Jeffrey M. Solomon
	Ву:	Jeffrey M. Solomon Authorized Signatory
September 10, 2004		/s/ Peter A. Cohen
		Peter A. Cohen
September 10, 2004		/s/ Morgan B. Stark
		Morgan B. Stark
September 10, 2004		/s/ Jeffrey M. Solomon

Jeffrey M. Solomon

September 10, 2004 /s/ Thomas W. Strauss

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Thomas W. Strauss

### SCHEDULE I

This schedule sets forth information with respect to each purchase and sale of Common Stock which was effectuated by a Reporting Person since the filing of the Schedule 13D. All transactions were effectuated in the open market through a broker.

Parche, LLC

Number o	of Shares		
Purchase	ed/(Sold)	Price 1	Per Share(1)
4	1,439	\$	0.99
4	2,068	\$	0.97
4	8,816	\$	0.94
4	4,000	\$	0.95
		4 2,068 4 8,816	Purchased/(Sold) Price:

Starboard Value and Opportunity Fund, LLC

	Numb	er of Shares		
Date	Purc	hased/(Sold)	Price	Per Share(1)
8/24,	/2004	7 <b>,</b> 556	\$	0.99
8/31,	/2004	10,857	\$	0.97
9/1,	/2004	46,284	\$	0.94
9/2,	/2004	21,000	\$	0.95

(1) Excludes commissions and other execution-related costs.