LIVEPERSON

Third Quarter 2017

Supplemental Earnings Call Slides

Safe Harbor Provision

Statements in this presentation regarding LivePerson that are not historical facts are forward-looking statements and are subject to risks and uncertainties that could cause actual future events or results to differ materially from such statements. Any such forward-looking statements, including but not limited to financial guidance, are made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. It is routine for our internal projections and expectations to change as the quarter and year progress, and therefore it should be clearly understood that the internal projections and beliefs upon which we base our expectations may change. Although these expectations may change, we are under no obligation to inform you if they do. Actual events or results may differ materially from those contained in the projections or forward-looking statements. Some of the factors that could cause actual results to differ materially from the forward-looking statements contained herein include, without limitation: potential fluctuations in our quarterly revenue and operating results; competition in the market for digital engagement technology; our ability to retain existing clients and attract new clients; potential adverse impact due to foreign currency exchange rate fluctuations; privacy concerns relating to the Internet that could result in new legislation or negative public perception; risks related to new regulatory or other legal requirements that could materially impact our business; our ability to effectively operate on mobile devices; failures or security breaches in our services, those of our third party providers, or in the websites of our customers; risks related to industry-specific regulation and unfavorable industry-specific laws, regulations or interpretive positions; the adverse effect that the global economic downturn may have on our business and results of operations; economic conditions and regulatory changes caused by the United Kingdom's likely exit from the European Union; our ability to retain key personnel, attract new personnel and to manage staff attrition; risks related to the ability to successfully integrate past or potential future acquisitions; additional regulatory requirements, tax liabilities, currency exchange rate fluctuations and other risks as we expand internationally and/or as we expand into direct-to-consumer services; risks related to the regulation or possible misappropriation of personal information belonging to our customers' Internet users; potential failure to meeting service level commitments to certain customers; technology systems beyond our control and technology-related defects that could disrupt the LivePerson services; risks related to protecting our intellectual property rights or potential infringement of the intellectual property rights of third parties; legal liability and/or negative publicity for the services provided to consumers via our technology platforms; errors, failures or "bugs" in our products may be difficult to correct; increased allowances for doubtful accounts as a result of an increasing amount of receivables due from customers with greater credit risk; payment-related risks; delays in our implementation cycles; impairments to goodwill that result in significant charges to earnings; risks associated with the recent volatility in the capital markets; our ability to secure additional financing to execute our business strategy; our ability to license necessary third party software for use in our products and services, and our ability to successfully integrate third party software; our ability to maintain our reputation; risks related to our recognition of revenue from subscriptions; our lengthy sales cycles; risks related to our operations in Israel, and the civil and political unrest in that region; changes in accounting principles generally accepted in the United States; risks associated with our current or any future stock repurchase programs, including whether such programs will enhance long-term stockholder value, and whether such stock repurchases could increase the volatility of the price of our common stock and diminish our cash reserves; natural catastrophic events and interruption to our business by man-made problems; the high volatility of our stock price; and risks related to our common stock being traded on more than one securities exchange. This list is intended to identify only certain of the principal factors that could cause actual results to differ from those discussed in the forward-looking statements. Readers are referred to the reports and documents filed from time to time by us with the Securities and Exchange Commission for a discussion of these and other important factors that could cause actual results to differ from those discussed in forward-looking statements.

270 BIL
customer service calls each year

85%
of callers are put on hold

67%
hang up

48%
feel unhelped

Consumers Already Prefer Messaging

They prefer the freedom of messaging over being tied to a phone call

The average **Millennial** exchanges an average of **67 text messages per day.**

BUSINESS INSIDER

Americans now spend around **5 times longer** in messaging apps each day than on voice calls.

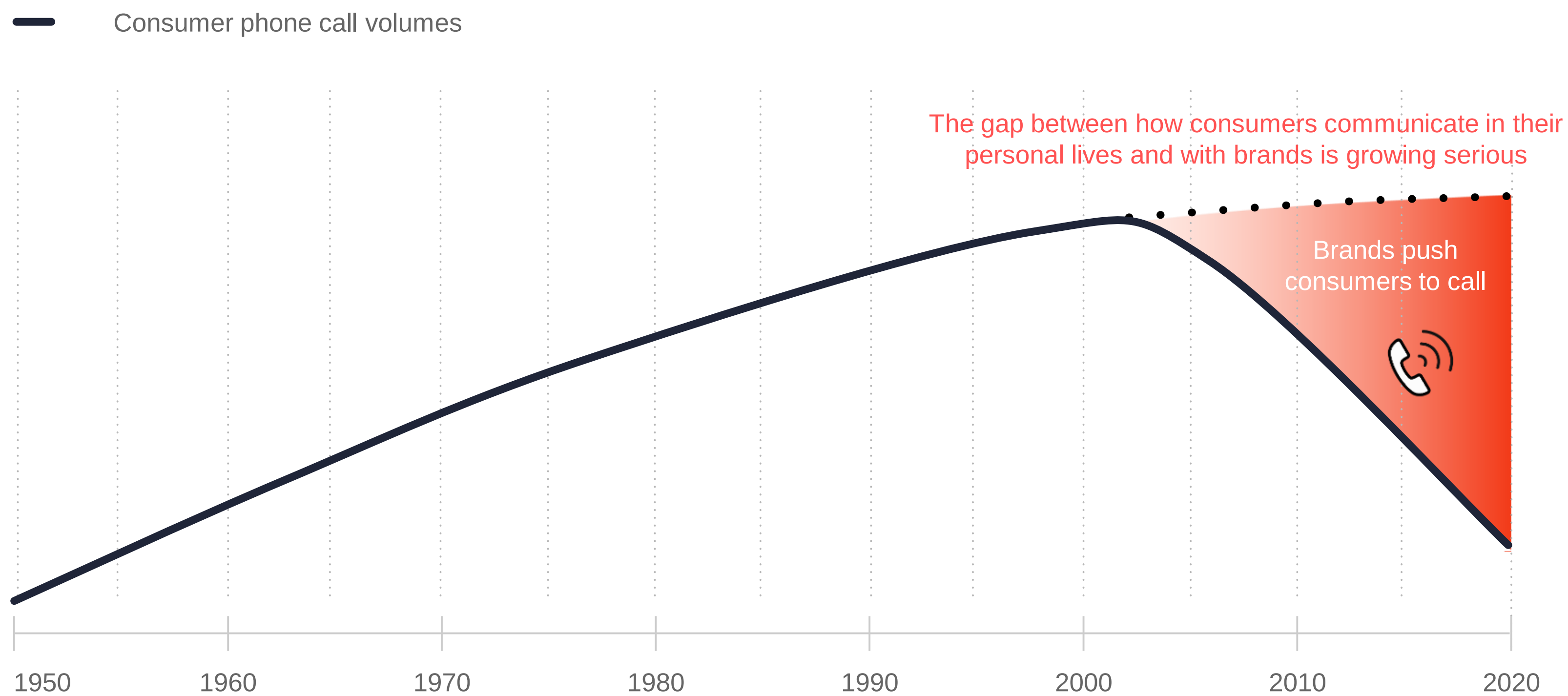
nielsen

WhatsApp and Facebook Messenger alone carry **22 trillion messages per year.**

facebook

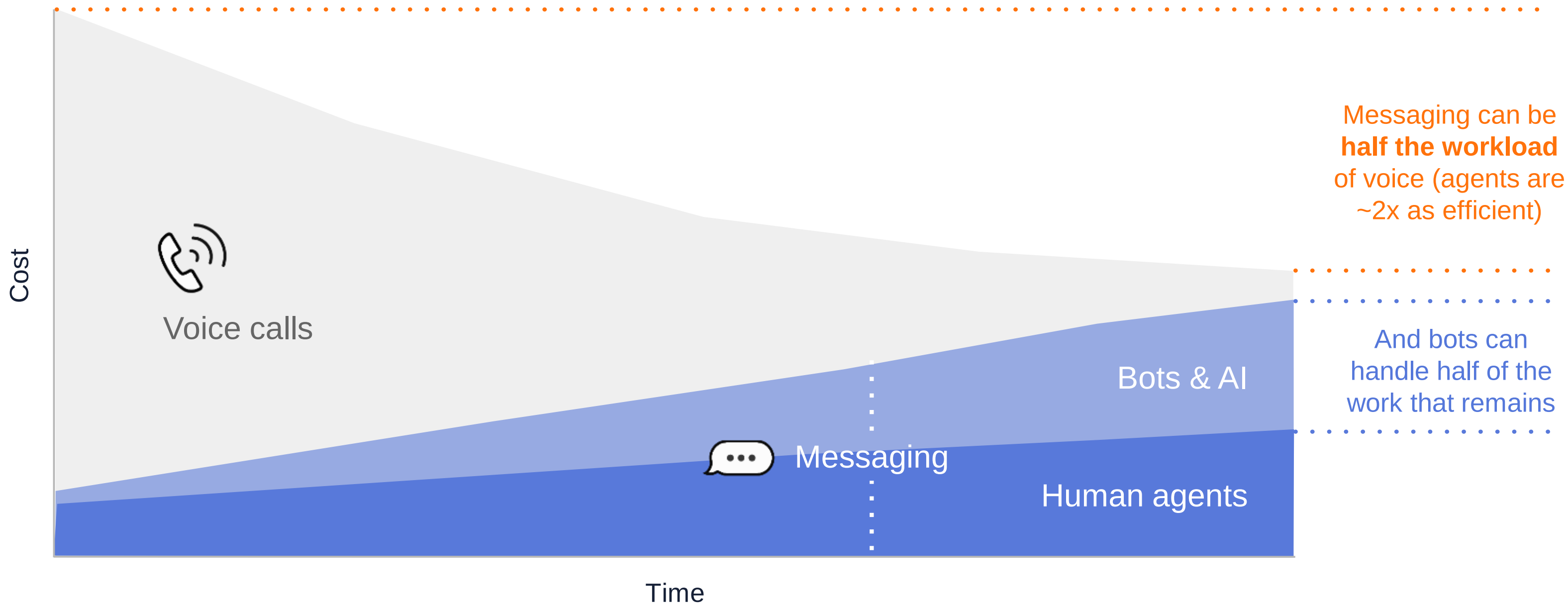
There is a Growing Gap in Customer Care

Consumers have moved on from voice, but laggard brands push calls



The Future is Enterprise Mobile Messaging

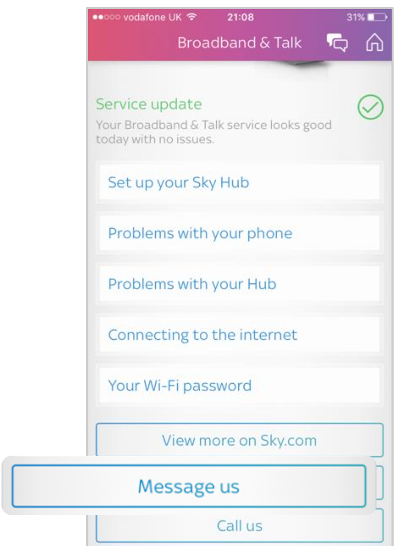
Preferred by consumers
And up to 4 times as efficient as legacy voice channels



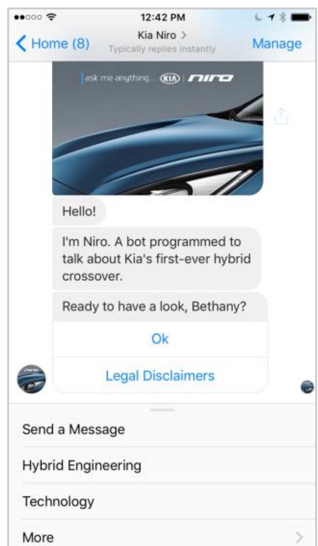
LiveEngage Conversational Hub

In-App, Messenger, Google, SMS, and More to Come

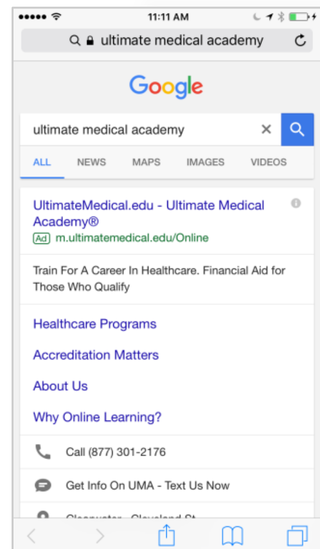
Consumers message their favorite brands whenever it suits them. In their pockets, 24-7.



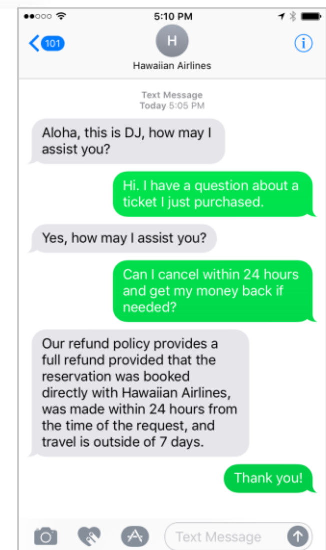
In-app



Messenger



Click-to-Message

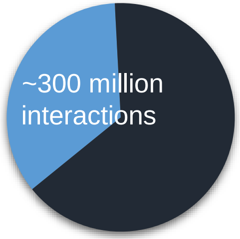


SMS

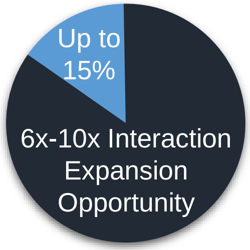
TAM of 270 Billion Conversations

A Transformative Opportunity for Customer Care and LivePerson

Leading web chat share…



…but limited penetration of each contact center



Source: IBM, Company Reports and estimates

Recent Highlights

- Returns to year-over-year revenue growth two quarters ahead of schedule:
  - Exceeds 3Q revenue guidance, growing 4% sequentially and year over year
  - Raised 2017 revenue guidance to a range of $217.5 million to $218.5 million, from initial 2017 guidance of $201 million to $209 million.

- Continued market shares gains in messaging with key financial industry wins:
  - Signed a seven-figure deal with a top three U.S. insurance company
  - Signed first lines of business with a F100 finance institution
  - Brought in-app messaging to the first bank in Australia

- Robust demand generation activity:
  - Highly successful customer summit shared blueprint for replicating IVR deflection rates and productivity gains of a leading European telco
  - Held executive level event on how to leverage upcoming launch of new messaging channel that could radically improve consumer experience

- Trailing-twelve-month ARPU for enterprise and mid-market customers sets new record of greater than $215,000

- Deferred revenue grew 35% YoY to $36 million in 3Q:17

New Chapter on LiveEngage

LiveEngage Metrics	3Q:17
$ Retention Rate*	100%+
Full Service Brands with > 1 Interaction Type	~ 33%
Interactions on Mobile	~ 40%
Same-Customer YoY Usage Growth	> 10%

*Note: Dollar retention rate measures the % of revenue retained at quarter ended September 2017, from full service customers that were either on LiveEngage or with LivePerson, respectively, at quarter ended September 2016.

Average Revenue per User (ARPU) Trend	1Q:17	2Q:17	3Q:17
Trailing Twelve Month ARPU	~ $200K	~ $205K	> $215K

*Note: ARPU is a measure of the average revenue per enterprise and midmarket customer over the trailing twelve months.

Select Pro-Forma Guidance Measures[1]

	4Q:17	Updated 2017 Guidance	Previous 2017 Guidance
Revenue	$56.0 - $57.0	$217.5 - $218.5	$213.0 - $216.0
Gross Margin	~74.0%	~ 73.5%	~ 73.0%
GAAP Net Loss	$(5.9) - $(5.5)	$(20.5) - $(20.0)	$(19.0) - $(15.5)
Adjusted EBITDA	$3.5 - $3.9	$18.0 - $18.4	$18.0 - $21.3
Adjusted EBITDA Margin	6.2% - 6.8%	8.3% - 8.4%	8.4% - 9.9%

- 2017 revenue guidance raised to $217.5M to $218.5M; start of year range was $201M to $209M
- Anticipate 2H:17 revenue up over 1H:17, setting stage for renewed annual growth in 2018
- Target holding profit margins flat year over year while reinvesting in long-term growth drivers such as customer summits, channels and partnerships, and messaging, Bots and AI product roadmap
- 2017 GAAP net loss includes $9.3 to $9.5 million of projected restructuring and non-recurring fees: $2.8M to $3.0M tied primarily to wind down of Legacy and $6.5M tied to IP litigation

[1]Notes: Dollar amounts in millions. Adjusted EBITDA is a Non-GAAP financial measure. For a reconciliation of Adjusted EBITDA to net income (loss) please see slide 12. For detailed current financial expectations, please see our Press Release issued on November 1, 2017.

Non-GAAP Adjusted EBITDA Reconciliation[1]

Guidance	4Q:17E	2017E
GAAP net loss	$(5.9) – $(5.5)	$(20.5) – $(20.0)
Depreciation & amortization	$3.7	$16.7
Stock-based compensation	$2.4	$8.5
Non-recurring charges	~$2.1	~$9.4
Provision for taxes	$1.2 - $1.1	$4.2 - $4.1
Other Income	$0.0	$(0.4)
Adjusted EBITDA	$3.5 - $3.9	$18.0 – $18.4

[1]Notes: Dollar amounts in millions. Certain items may not total due to rounding. Adjusted EBITDA is a Non-GAAP financial measure. Adjusted EBITDA excludes provision for (benefit from) income taxes, other (income)/expense, net, depreciation and amortization, stock-based compensation, restructuring costs, acquisition costs and other non-recurring charges. The presentation of this financial information is not intended to be considered in isolation or as a substitute for, or superior to, the financial information prepared and presented in accordance with U.S. GAAP. For detailed current financial expectations, please see our Press Release issued on November 1, 2017.

Change to Presentation of Non-GAAP Measures

Updated calculation methodology

Non-GAAP Calculation Methodology	1Q:16	2Q:16	3Q:16	4Q:16	2016
Pre-tax loss	$(2.1)	$(6.5)	$(2.7)	$(8.7)	$(19.9)
Non-recurring, restructuring & non-cash expenses	4.3	7.1	4.5	11.0	26.9
Adjusted pre-tax income	2.2	0.7	1.8	2.3	7.0
Non-GAAP tax effect (@ 35%)	(0.8)	(0.2)	(0.6)	(0.8)	(2.5)
Adjusted net income	1.4	0.4	1.2	1.5	4.6
Adjusted net income per Share	$0.03	$0.01	$0.02	$0.03	$0.08

Historical calculation methodology

Non-GAAP Calculation Methodology	1Q:16	2Q:16	3Q:16	4Q:16	2016
Net loss	$(2.7)	$(7.8)	$(5.9)	$(9.6)	$(25.9)
Non-recurring, restructuring & non-cash expenses	4.3	7.8	4.5	10.9	27.6
Tax effect on non-GAAP add backs (@ 35%)	(1.5)	(2.5)*	(1.6)	(3.8)	(9.4)*
Adjusted net income (loss)	0.1	(2.4)	(2.9)	(2.4)	(7.7)
Adjusted net income (loss) per Share	$0.00	$(0.04)	$(0.05)	$(0.04)	$(0.14)

In 2017, we have updated the methodology for calculating adjusted net income. Whereas we previously incorporated the GAAP tax rate into our calculation, we now start with GAAP pre-tax profit (loss), add back restructuring, non-recurring and non-cash expenses, and then apply a standardized 35% tax rate. The goal of the revised calculation is to limit the volatility of GAAP tax rate fluctuations and to more closely align non-GAAP taxes with cash taxes.

Notes: Dollars amounts in millions. Certain items may not total due to rounding. *Excludes tax effect on deferred tax asset valuation allowance of $0.7 million.