



# Second Quarter 2025

Earnings Call Supplemental Slides

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August 11, 2025

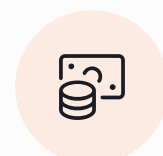
# Disclaimer

This presentation as well as the associated earnings release and earnings call contain and will contain forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended and Section 21E of the Securities Exchange Act of 1934, as amended. You can generally identify forward-looking statements by our use of forward-looking terminology such as “anticipate,” “believe,” “continue,” “could,” “estimate,” “expect,” “goal,” “intend,” “may,” “might,” “plan,” “potential,” “predict,” “seek,” “should,” “vision” or the negative thereof or other variations thereon or comparable terminology. These forward-looking statements involve risks, uncertainties and other factors that could cause actual results to differ materially from those projected. Please refer to our filings with the Securities and Exchange Commission, particularly the “Risk Factors” included in our Annual Report on Form 10-K and our Quarterly Reports on Form 10-Q, for factors that could cause actual results to materially differ from those we project. The forward-looking statements contained in this presentation, our earnings release and our earnings call are made as of the date hereof or thereof, and LivePerson, Inc. (the “Company”) assumes no obligation to update such statements.

This presentation includes adjusted EBITDA, a non-GAAP financial measure, which supplements the Company’s financial measures prepared in accordance with GAAP. This non-GAAP financial measure is not intended to supersede or replace the Company’s GAAP results. Net Loss, the most directly comparable GAAP financial measure, and a detailed reconciliation between Net Loss and Adjusted EBITDA for the second quarter of 2025 are included in the Appendix to this presentation.

This presentation also contains the forward-looking non-GAAP financial guidance measures adjusted EBITDA and adjusted EBITDA margin for the third quarter and full year 2025. The Company does not present a quantitative reconciliation of the forward-looking non-GAAP financial measures adjusted EBITDA and adjusted EBITDA margin to the most directly comparable GAAP financial measures (or otherwise present such forward-looking GAAP measures) because it is impractical to forecast certain items without unreasonable efforts due to the uncertainty and inherent difficulty of predicting, within a reasonable range, the occurrence and financial impact of and the periods in which such items may be recognized. In particular, these non-GAAP financial measures exclude certain items, including interest expense, interest income, provision for income taxes, depreciation, amortization of purchased intangibles and finance leases, litigation, consulting and other employee costs, restructuring costs, stock-based compensation expense, change in fair value of warrants, IT transformation costs, and other income, net, which depend on future events that the Company is unable to predict. Depending on the size of these items, they could have a significant impact on the Company’s GAAP financial results.

# Second Quarter Business Highlights



## Financial Update

- 2Q25 Revenue of \$59.6M, above the midpoint of our guidance range of \$57M to \$60M
- Adjusted EBITDA<sup>1</sup> of \$2.9M, above the high-end of our guidance range of \$(4)M to \$(2)M
- Recurring Revenue<sup>2</sup> was \$55.0M, or 92% of Total Revenue
- Enters into agreement to exchange \$341.1 million of its outstanding 2026 Convertible Senior Notes for \$45.0 million in cash, \$115.0 million of 2029 Senior Subordinated Secured Notes and Common and Preferred Equity



## Go-to-market Update

- Total deal count of 38 in 2Q25 including:
  - 35 expansion & renewal deals
  - 3 new logo wins
- Continued traction within highly regulated industries, including healthcare, financial services, and telecommunications



## Product Update

- 45% sequential increase in conversations leveraging LivePerson Generative AI capabilities
- Expanded partnership with Google Cloud to integrate its advanced AI capabilities directly into the LivePerson Platform

**Note 1:** For a reconciliation between GAAP and non-GAAP financial measures, please see the Appendix to this presentation or our Press Release issued on August 11, 2025.

**Note 2:** Recurring Revenue = recurring software revenue and recurring professional services revenue.

# Notable Wins of the Quarter



## Major European Retailer

### Products Used:

LivePerson Platform, social channels, custom middleware

### Use cases:

Predominantly social and web messaging. Integrating with 3rd Party Automation provider to build out automated journeys and handling customer queries related to deliveries, loyalty card and complaints.



## European Digital Marketing Agency

### Products Used:

Web Messaging, In-app, FAQ bot

### Use cases:

Initially deploying on all subsidiary brands across the company's top 3 markets handling intents such as account queries and transactions



## Leading U.S. Health Plan Provider

### Products Used:

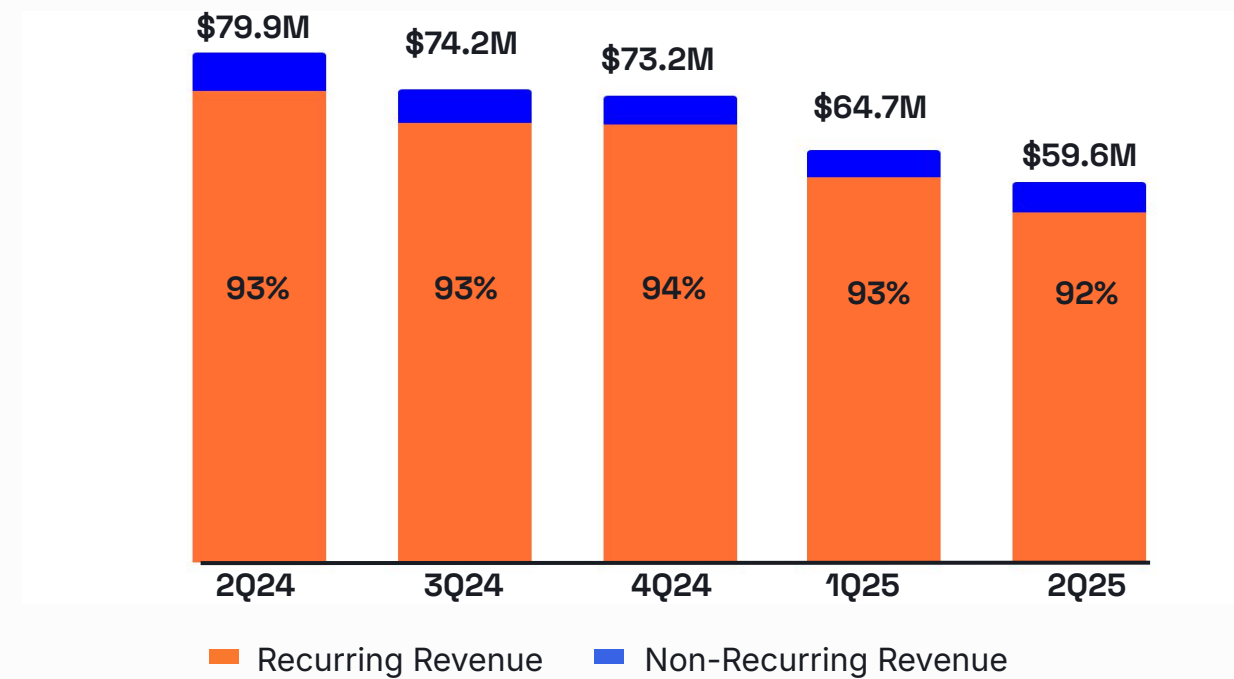
Tenfold

### Use cases:

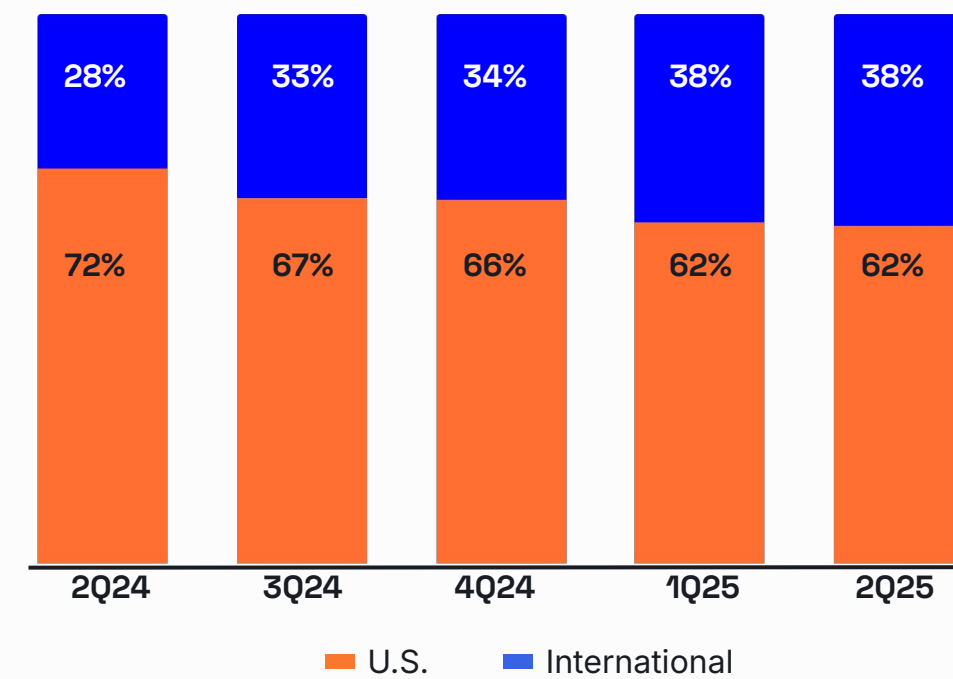
Natively integrated CRM and telephony systems to supercharge the agent experience with a unified single point of access to critical information. This increases agents' efficiency while also providing agents with relevant customer context at the moment of interaction.

# Second Quarter Financial & Operational Highlights

### Recurring Revenue as % of Total Revenue



### Revenue by Geography

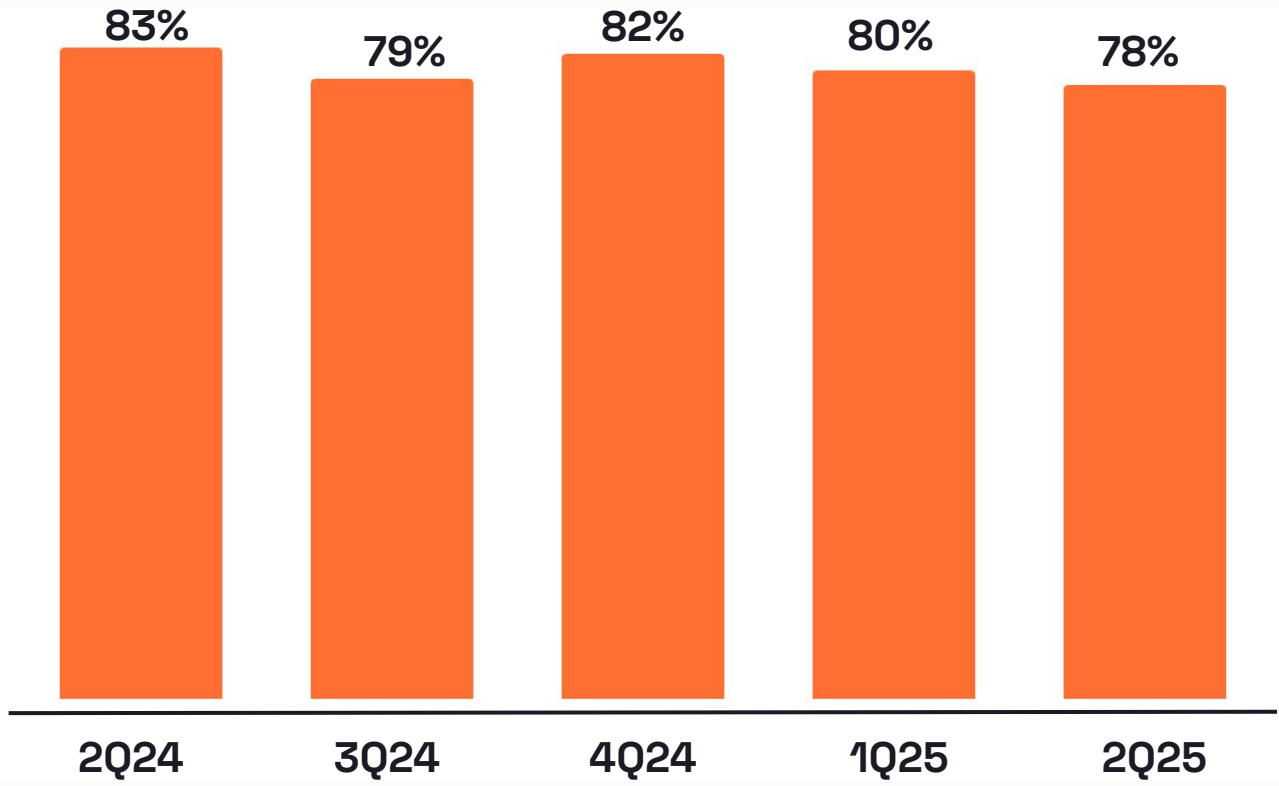


**Definitions:**

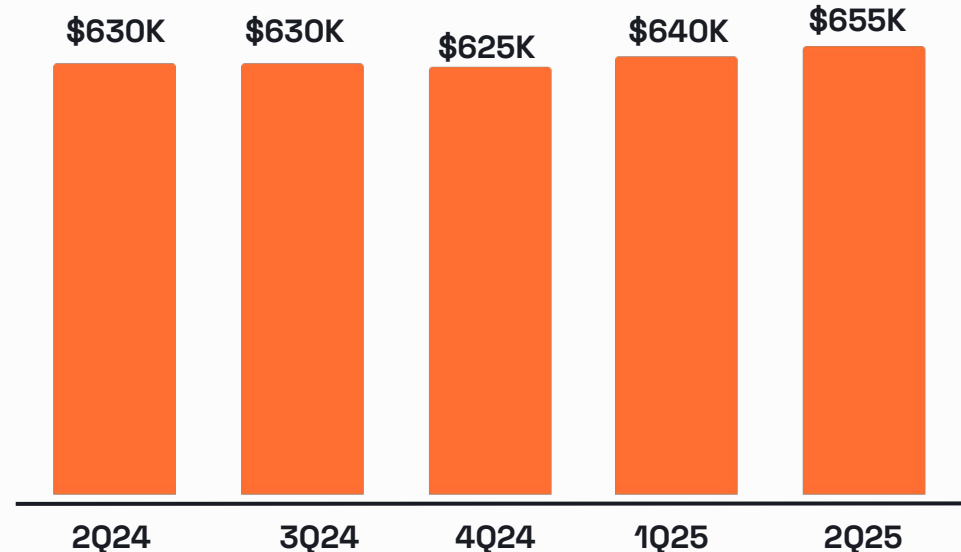
**Recurring Revenue** = recurring software revenue and recurring professional services revenue

# Second Quarter Financial & Operational Highlights (cont'd)

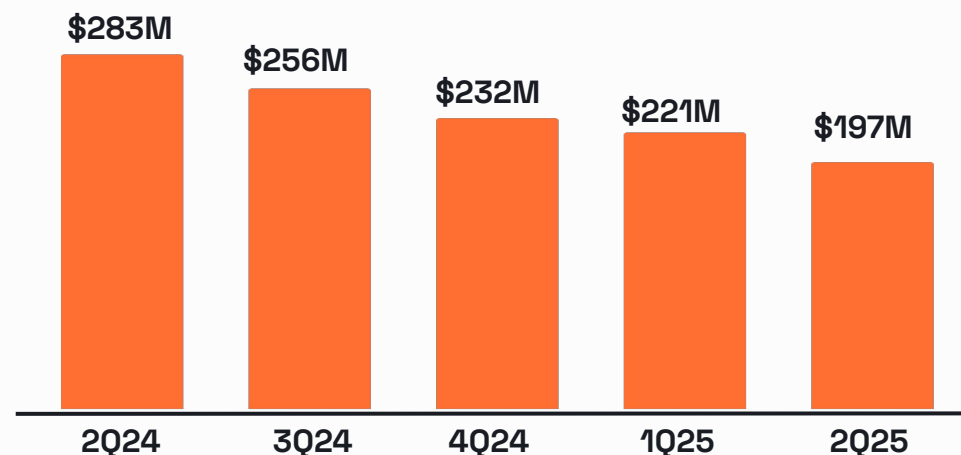
Net Revenue Retention Rate for Recurring Revenue<sup>1</sup>



Average Revenue per Customer (ARPC)<sup>2</sup>



Remaining Performance Obligations<sup>3</sup>



**Note 1:** Revenue retention measures the percentage change in recurring revenue YOY by comparing the sum of revenue from the prior year quarter compared to the current year quarter for the same cohort of customers.  
**Note 2:** ARPC is a measure of the average recurring revenue per enterprise and midmarket customer over the trailing twelve months. Both metrics use Recurring Revenue.  
**Note 3:** YoY decline driven by customer cancellations and downsell.

# 3Q25 and FY25 Guidance

	3Q25 Guidance	FY25 Guidance
<b>Revenue</b>	\$56M - \$59M	\$230M - \$240M
<b>YoY Revenue Growth</b>	(25)% - (21)%	(26)% - (23)%
<b>Recurring Revenue % of Total Revenue</b>	93%	93%
<b>Adjusted EBITDA<sup>(1)</sup></b>	\$(4)M - \$(2)M	\$(3)M - \$7M
<b>Adjusted EBITDA Margin</b>	(7.1)% - (3.4)%	(1.3)% - 2.9%
<p><b>Note 1:</b> Adjusted EBITDA is a Non-GAAP financial measure. For detailed current financial expectations, please see our Press Release issued on August 11, 2025</p>		

# Appendix

# Reconciliation of Adjusted EBITDA

2Q25

GAAP net loss	\$(15,710)
Interest expense	7,866
Interest income	(1,493)
Provision for income taxes	384
Depreciation	5,578
Amortization of purchased intangibles and finance leases	180
Litigation, consulting and other employee costs	(1,337)
Restructuring costs	561
Stock-based compensation expense	4,260
Change in fair value of warrants	2,999
IT transformation costs	110
Other income, net	(479)
Adjusted EBITDA	\$2,919

**Note:** Dollar amounts in thousands. Certain items may not total due to rounding. Adjusted EBITDA is a Non-GAAP financial measure. Adjusted EBITDA excludes interest expense, interest income, provision for income taxes, depreciation, amortization of purchased intangibles and finance leases, litigation, consulting and other employee costs, restructuring costs, stock-based compensation expense, change in fair value of warrants, IT transformation costs, and other income, net.