LIVEPERSON®

Third Quarter 2023

Earnings Call Supplemental Slides

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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 (the "Act"), 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," "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, 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 third quarter of 2023 is included in the Appendix to this presentation.

This presentation also contains the forward-looking non-GAAP financial measures adjusted EBITDA and adjusted EBITDA margin for the third quarter and full year 2023. 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 amortization of purchased intangibles and finance leases, stock-based compensation expense, contingent earn-out adjustments, restructuring costs, impairment of goodwill, impairment of intangible assets, gain on divestiture, leadership transition costs, depreciation, other litigation, consulting and other employee costs, provision for (benefit from) income taxes, acquisition and divestiture costs, interest (income) expense, net, and other expense (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.

Notable Wins of the Quarter

Large California-based credit union

Key offerings:
Web Messaging, 3rd Party Messaging Channels (ABM and GBM)

Use cases:
FAQ bot and After Hours Bot to solve for top intents

Leading conversational marketplace company

Key offerings:
Web Messaging, 3rd Party Messaging Channels (ABM, SMS, GBM, WhatsApp), Automation/AI, Proactive 2 Way Messaging

Use cases:
FAQ Bot, Routing Bot, Inventory Bot, Parts Order Bot, Voice AI to deflect to 3rd party message channels

A leading Australian bank

Key Offerings:
Unauth Web and In-App messaging for both retail and business banking. Soon to launch Auth Web for internet banking, IVR Deflection to in-app, and GenAI Co-Pilot.

Use cases:
Shift up to 60% of volumes from voice into messaging. Increase banker efficiency.

Third Quarter Business Highlights

Financial Update

- 3Q23 Revenue of $101.3M, at the top end of our guidance range of $97M to $101M
- Adjusted EBITDA[1] of $10.6M, above our guidance midpoint of $9.4M
- B2B Core recurring revenue represented 84% of Total Revenue

Go-to-market Update

- Total deal count of 50 in Q3 including:
  - 4 seven-figure deals
  - 31 expansion & renewal deals
  - 19 new logo wins

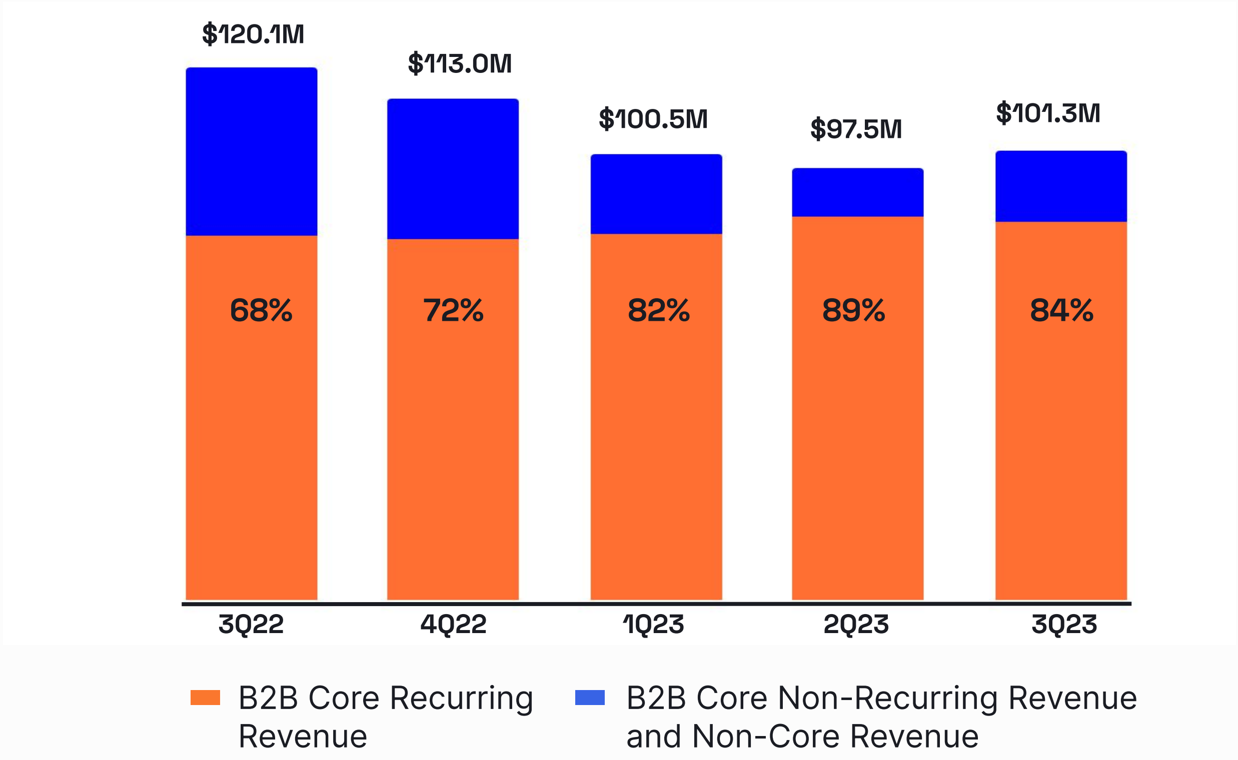
Partnerships Update

- Two partner-led expansions with a large European-based multinational bank and a leading South African digital bank
- Partnered with a top 5 global consulting firm on AI-focused services programs with 2 of Australia's largest telcos totaling 7-figures

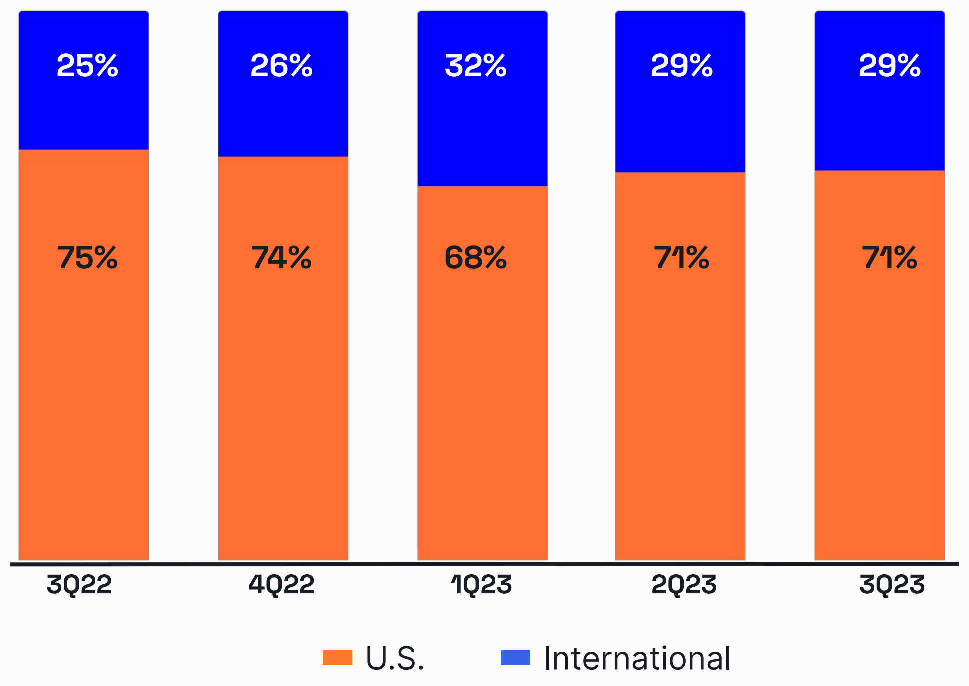
[1]For a reconciliation between GAAP and non-GAAP financial measures, please see the Appendix to this presentation or our Press Release issued on November 8, 2023.

Third Quarter Financial & Operational Highlights

B2B Core Recurring Revenue as % of Total Revenue[1,2]



Quarterly Revenue by Geography[2]



Note 1: Quarterly revenue declines primarily driven by wind down of non-Core business lines, including COVID-19 testing, Gainshare labor, and pandemic-driven Gainshare variable revenue

Note 2: Quarterly Revenue by Geography excludes Kasamba revenue

Third Quarter Financial & Operational Highlights (cont'd)

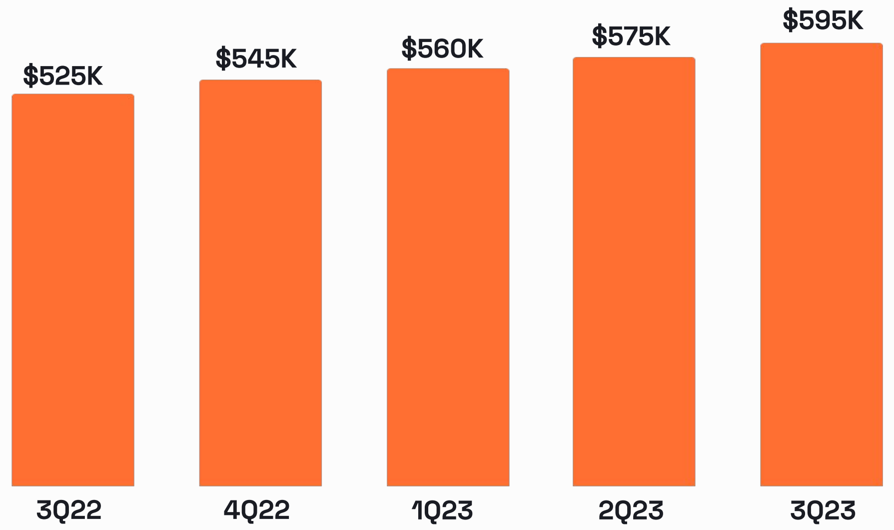
Revenue Retention Rate for Recurring Revenue[1]

Below our target range of

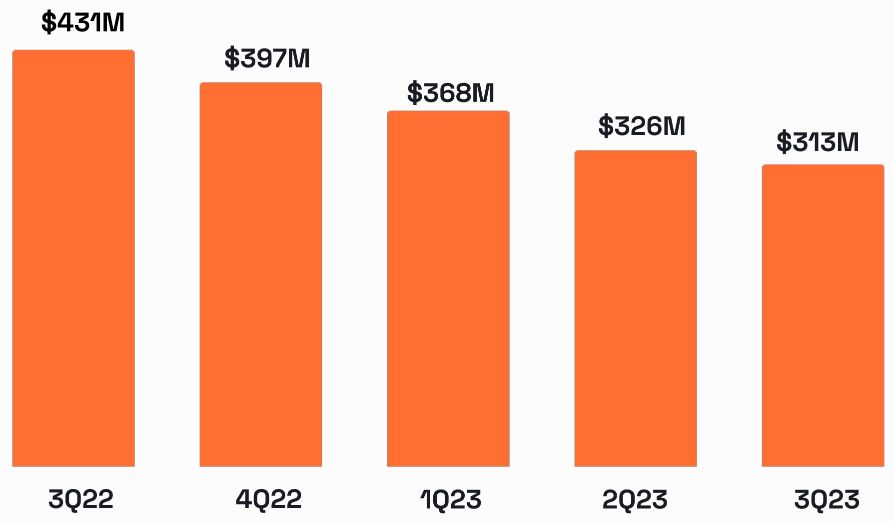
105% - 115%

Continued sequential improvement in 3Q23

Average Revenue per Customer (ARPC)[1]



Remaining Performance Obligation[2]



Note 1: Revenue retention rate measures the percentage of recurring revenue retained at quarter end from customers vs. at quarter end in the year ago period. 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 2: YoY declines primarily driven by wind down of non-Core business lines, including the Claire JV, COVID-19 testing, Gainshare labor, and pandemic-driven Gainshare variable revenue

Q4 and FY 2023 Guidance

	4Q 2023 Guidance	2023 Full Year Guidance (3)	Prior 2023 Full Year Guidance (3)(4)
Revenue	$89.7M - $99.7M	$389M - $399M	$388M - $400M
YoY revenue growth (1)	(21)% - (12)%	(19)% - (16)%	(19)% - (16)%
B2B core recurring revenue % of Total	89%	86%	86%
Adj. EBITDA (2)	$0M - $7M	$22M - $29M	$19M - $32M
Adj. EBITDA Margin	0.0% - 7.0%	5.7% - 7.3%	4.9% - 8.0%

(1) YoY growth comparisons exclude Kasamba contribution in Q3 2022 and Full Year 2022. YoY declines primarily driven by wind down of non-Core business lines, including COVID-19 testing, Gainshare labor, and pandemic-driven Gainshare variable revenue
(2) Adjusted EBITDA is a Non-GAAP financial measure. For detailed current financial expectations, please see our Press Release issued on November 8, 2023.
(3) 2023 Full Year Revenue Guidance excludes Kasamba revenue generated in Q1 2023
(4) Prior guidance given on August 8th, 2023

Appendix

Reconciliation of Adjusted EBITDA

	3Q23
GAAP net loss	$(53,312)
Other litigation, consulting and other employee costs	$8,514
Depreciation	$7,764
Amortization of purchased intangibles and finance leases	$5,480
Restructuring costs	$2,097
Impairment of goodwill	$11,895
Leadership transition costs	$6,966
Contingent earn-out adjustments	$7,227
Acquisition and divestiture costs	$126
Impairment of intangible assets	$2,959
Stock-based compensation expense	$8,475
Provision for income taxes	$541
Interest (income) expense, net	$(1,068)
Other expense (income), net	$2,938
Adjusted EBITDA	$10,602

Note: Dollar amounts in thousands. Certain items may not total due to rounding. Adjusted EBITDA is a Non-GAAP financial measure. Adjusted EBITDA excludes other litigation, consulting and other employee costs, depreciation, amortization of purchased intangibles and finance leases, restructuring costs, impairment of goodwill, leadership transition costs, contingent earn-out adjustments, acquisition and divestiture costs, impairment of intangible assets, stock-based compensation expense, provision for income taxes, interest (income) expense, net, and other expense (income), net. 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. Please see our press release issued November 8, 2023 for more information concerning the reconciliation of non-GAAP measures to the nearest applicable GAAP measure.