



First Quarter 2024

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 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 first quarter of 2024 is 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 second quarter and full year 2024. 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 other litigation, consulting and other employee costs, depreciation, amortization of purchased intangibles and finance leases, restructuring costs, impairment of goodwill, impairment of intangible and other assets, leadership transition costs, working capital adjustment - Kasamba divestiture, acquisition and divestiture costs, stock-based compensation costs, stock-based compensation expense, provision for income taxes, IT transformation costs, interest income, 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.

First Quarter Business Highlights



Financial Update

- 1Q24 Revenue of \$85.1M, above the high-end of our guidance range of \$79M to \$83M
- Adjusted EBITDA¹ of \$0.5M, above the midpoint of our guidance range of \$(2)M to \$2M
- B2B Core Recurring Revenue² was \$77.6M, or 91% of Total Revenue



Go-to-market Update

- Total deal count of 40 in 1Q24 including:
 - 28 expansion & renewal deals
 - 12 new logo wins
- New go-to-market leadership
- New simplified pricing and packaging being rolled out as a pilot



Partnerships Update

- Will soon announce a strategic partnership with a major global CCaaS player to power a unified best-of-breed omni-channel suite
 - LivePerson will gain an integrated enterprise-ready voice channel to enable a complete omni-channel experience for our customers, access to an install base of multi-million contact center agents, a network of thousands of channel partners and scaled GTM operations in key regions around the world that are untapped today by our existing geographic footprint.

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 May 8, 2024.

Note 2: B2B Core Recurring Revenue = Recurring Software Revenue and Recurring Professional Services Revenue.

Notable Wins of the Quarter



Global Fast Casual Restaurant Company

Products Used:

Analytics Studio, Agent/Manager Workspace, Conversation Builder, Intent Manager, Conversation Orchestrator, Report Center, MCS Toolkit and Salesforce Connector Integration

Use cases:

Uncovering insights and turning these insights into action to optimize CX, drive efficiencies, and realize cost-savings. One of the most valuable use cases was using Analytics Studio to establish a new framework for measuring containment.



Multinational Digital Entertainment Company

Products Used:

Conversational Cloud with the Salesforce Connector Integration

Use cases:

Aligning to best of breed conversational AI Messaging solution that can support various consumer channels in the regions they support. All conversations to come into a single platform for consistency and utilizing AI and GenAI to better support customers.



Large Australia-based Bank

Products Used:

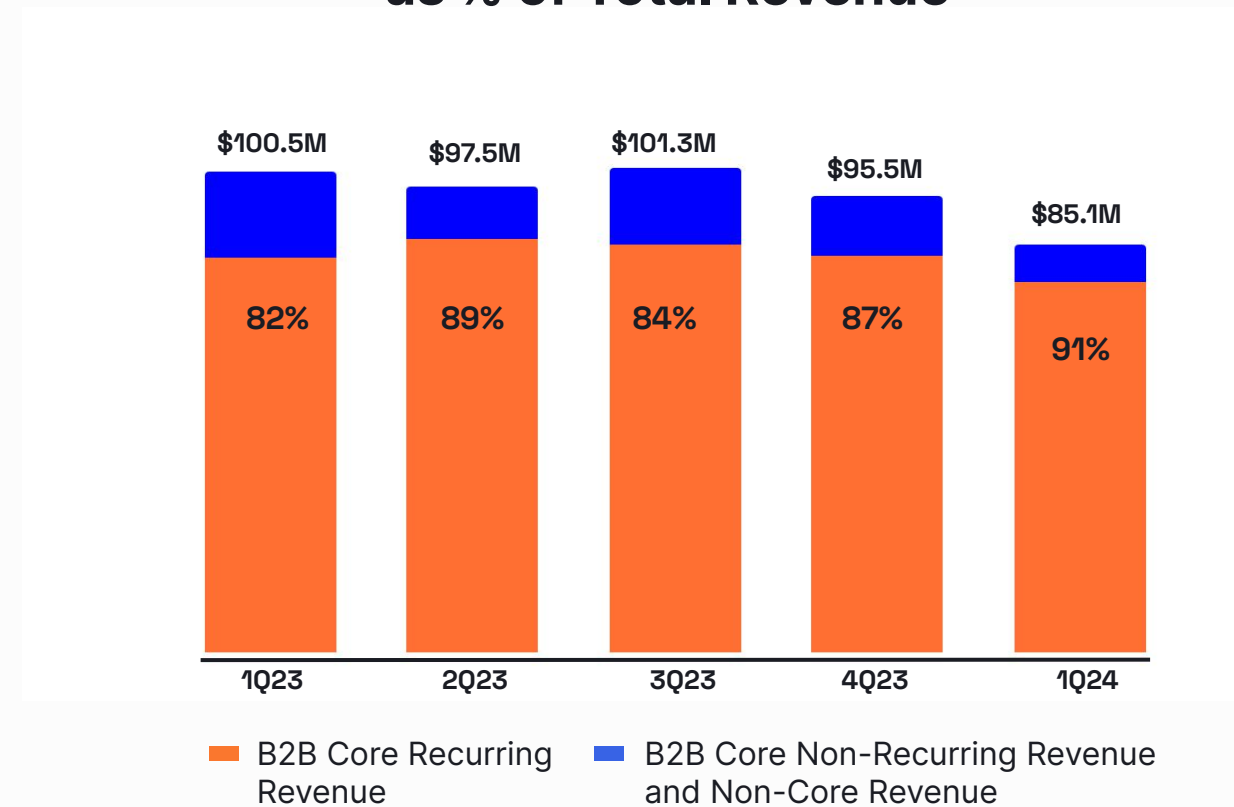
Web, App, Managed Services, Conversation Builder, Analytics Studio, GenAI trial

Use cases:

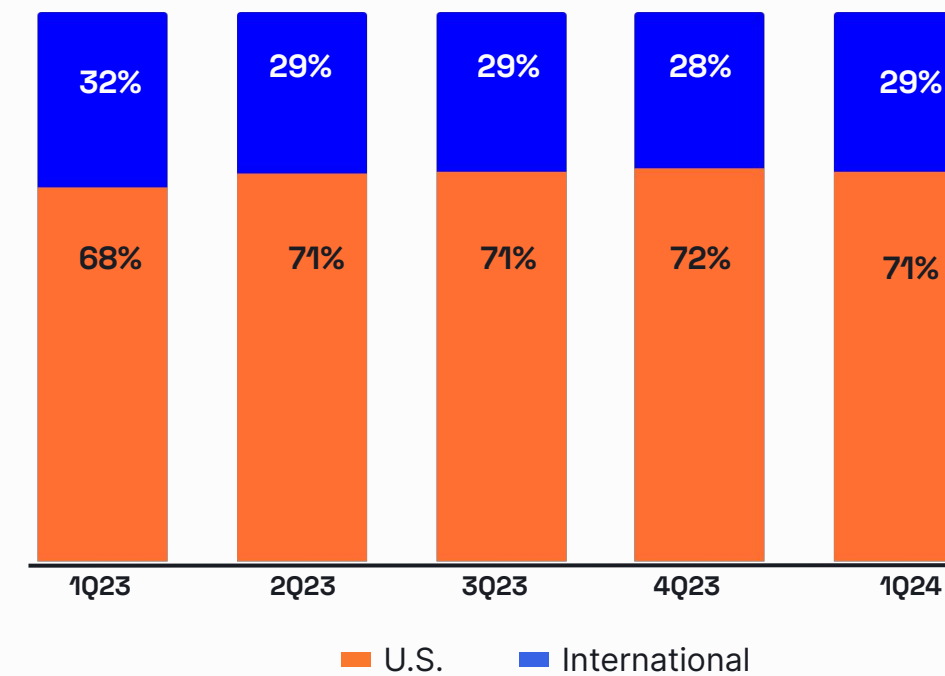
FAQ Bot , Queue Manager Bot, Vulnerable Customer and Hardships Bot, Returning Customer Bot, and Travel Notifications Bot. Being used in Retail Banking, Business Banking, Broker Messaging,

First Quarter Financial & Operational Highlights

B2B Core Recurring Revenue as % of Total Revenue¹



Revenue by Geography¹



Note 1: Quarterly Revenue excludes Kasamba revenue in Q1 2023

Definitions:

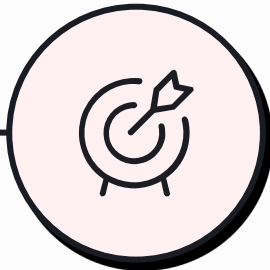
B2B Core Recurring Revenue = Recurring Software Revenue and Recurring Professional Services Revenue

B2B Core Non-Recurring Revenue = Non-Recurring Professional Services Revenue, One-time Charges Revenue, Variable Revenue and Overages Revenue

Non-Core Revenue: WildHealth Revenue and Engage Revenue

First Quarter Financial & Operational Highlights (cont'd)

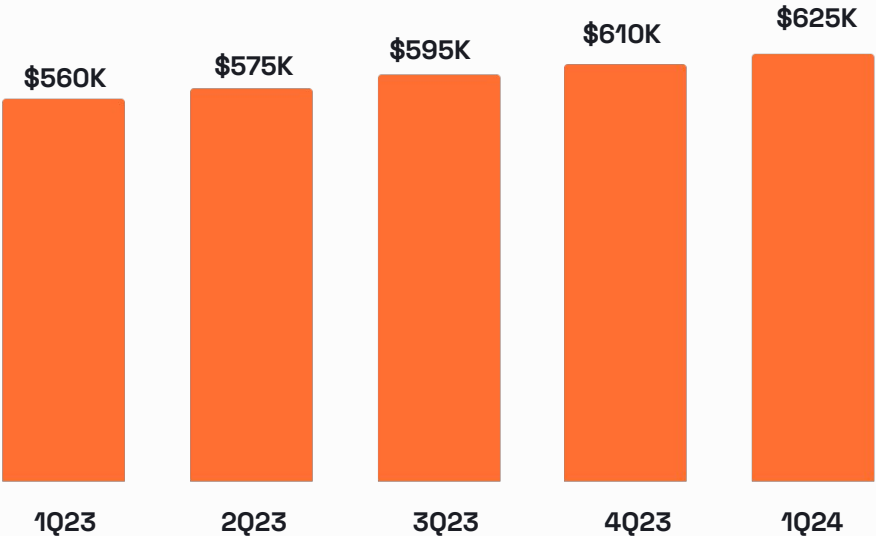
Revenue Retention Rate for Recurring Revenue¹



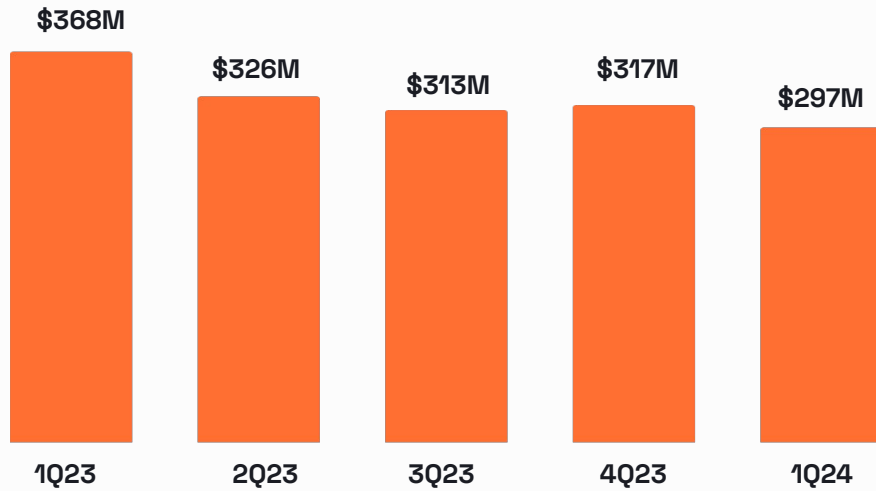
Below our target range of
105% - 115%

	1Q23	2Q23	3Q23	4Q23	1Q24
NRR	92%	97%	98%	95%	89%

Average Revenue per Customer (ARPC)²



Remaining Performance Obligation³



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 declines primarily driven by wind down of non-core business lines, including the Claire JV, downsells and customer attrition.

2Q24 and FY24 Guidance

	2Q24 Guidance	FY24 Guidance
Revenue	\$76M - \$80M	\$300M - \$315M
YoY Revenue Growth	(22)% - (18)%	(24)% - (20)%
B2B Core Recurring Revenue % of Total Revenue	92%	92%
Adjusted EBITDA⁽¹⁾	\$0M - \$5M	\$15M - \$26M
Adjusted EBITDA Margin	0.0% - 6.3%	5.0% - 8.3%
<p>Note 1: Adjusted EBITDA is a Non-GAAP financial measure. For detailed current financial expectations, please see our Press Release issued on May 8, 2024</p>		

Appendix

Reconciliation of Adjusted EBITDA

	1Q24
GAAP net loss	\$(35,631)
Other litigation, consulting and other employee costs	\$3,769
Depreciation	\$8,225
Amortization of purchased intangibles and finance leases	\$4,217
Restructuring costs	\$3,309
Impairment of goodwill	\$3,627
Impairment of intangible and other assets	\$2,221
Leadership transition costs	\$1,389
Working capital adjustment - Kasamba divestiture	\$1,776
Acquisition and divestiture costs	\$42
Stock-based compensation expense	\$7,558
Provision for income taxes	\$362
IT transformation costs	\$708
Interest income, net	\$(1,332)
Other expense, net	\$237
Adjusted EBITDA	\$477

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, impairment of intangible and other assets, leadership transition costs, working capital adjustment - Kasamba divestiture, acquisition and divestiture costs, stock-based compensation costs, stock-based compensation expense, provision for income taxes, IT transformation costs, interest income, net, and other expense (income), net.