



Third Quarter 2025

Earnings Call Supplemental Slides

John Sabino, Chief Executive Officer

John Collins, Chief Financial Officer and Chief Operating Officer

November 10, 2025

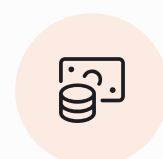
Disclaimer

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 Income, the most directly comparable GAAP financial measure, and a detailed reconciliation between Net Income and Adjusted EBITDA for the third 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 fourth 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, gain on troubled debt restructuring, and other expense, 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.

Third Quarter Business Highlights



Financial Update

- 3Q25 Revenue of \$60.2M, above the high-end of our guidance range of \$56M to \$59M
- Adjusted EBITDA¹ of \$4.8M, above the high-end of our guidance range of \$(4)M to \$(2)M
- Recurring Revenue² was \$55.1M, or 92% of Total Revenue
- Stabilized financial foundation through completed debt refinancing and cost restructuring actions
- Raised FY25 Revenue and Adjusted EBITDA guidance; Expect Adjusted EBITDA to exceed Capex in FY25



Go-to-market Update

- Total deal count of 28 in 3Q25 including:
 - 26 expansion & renewal deals
 - 2 new logo wins
- Renewed multiple large accounts that previously expressed hesitation, including a major U.S. telecom company and a leading amusement park and entertainment company.



Product Update

- Google Partnership Expands
 - LivePerson Platform now live on Google Cloud Marketplace
 - Announced the integration with Google's RCS platform
 - Launches CoPilot Translate, built on Gemini 2.5
- Launched breakthrough product, Conversation Simulator, creating a new revenue stream and growth lever
 - Secured early adoption from 3 customers, including Telstra and Open University

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 November 10, 2025.

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

Notable Wins of the Quarter



Leading Amusement Park and Entertainment Company

Products Used:

LivePerson Platform

Use cases:

Primarily leverages LivePerson within customer care. Key use cases include sales support and ticket booking, customer service support and routing, advanced intent and routing strategies to maximize customer satisfaction and streamline trip planning.



Sanlam, A Leading South African Financial Services Group

Products Used:

LivePerson Platform, Bots, WhatsApp, Automation, Proactive and Professional Services

Use cases:

Servicing customers across Risk & Savings line of business, exploring automation for high volume service journeys, and early stage exploration of GenAI for agent productivity and intent detection.



Leading U.S. Health Plan Provider

Products Used:

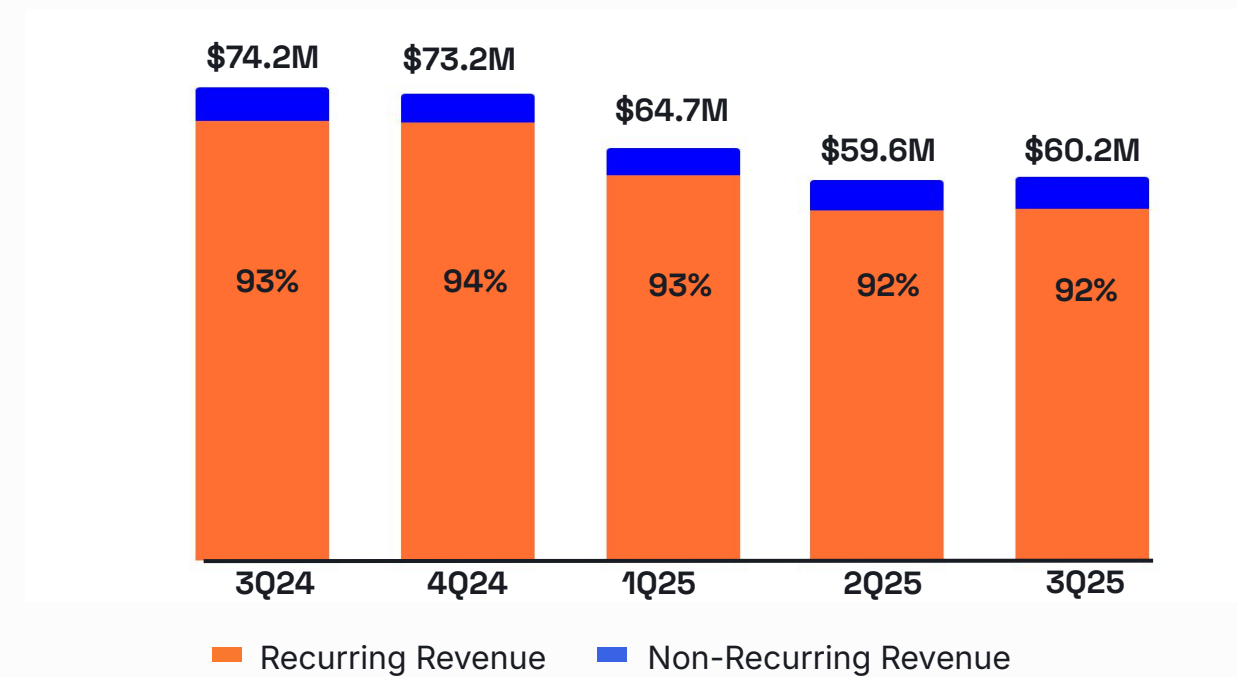
Web, In-App, Proactive SMS, Agent Workspace, Skill Based Routing, 3rd-party bot integration, Summarization and ReWrite

Use cases:

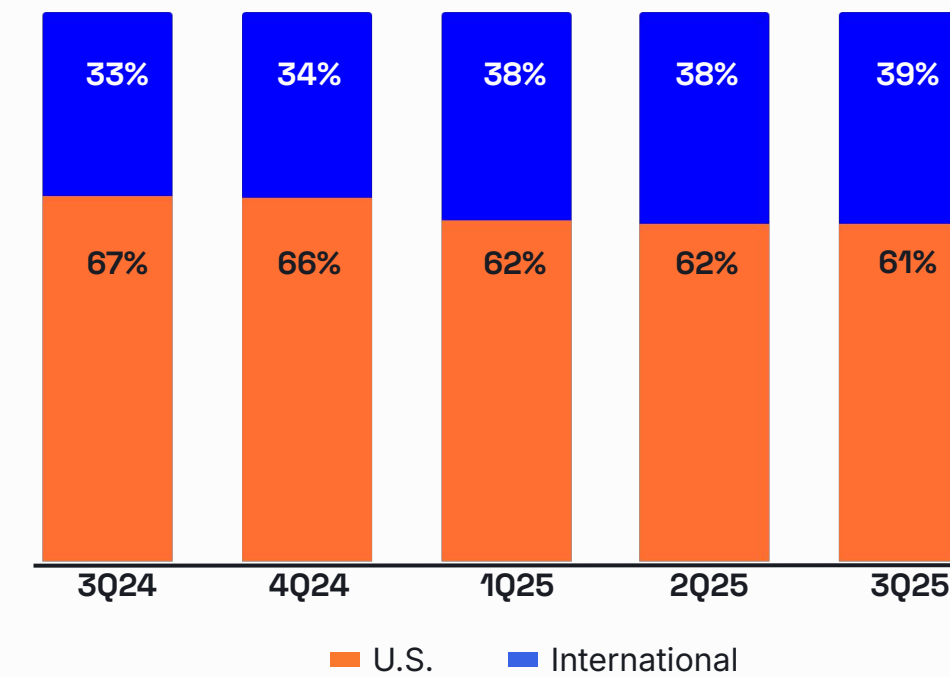
Health Plan Member and Provider messaging across customer care. Uses LivePerson Platform mostly for Agent Workspace and ability to integrate with third-party bots to drive digital shift from voice to messaging + AI.

Third Quarter Financial & Operational Highlights

Recurring Revenue as % of Total Revenue



Revenue by Geography

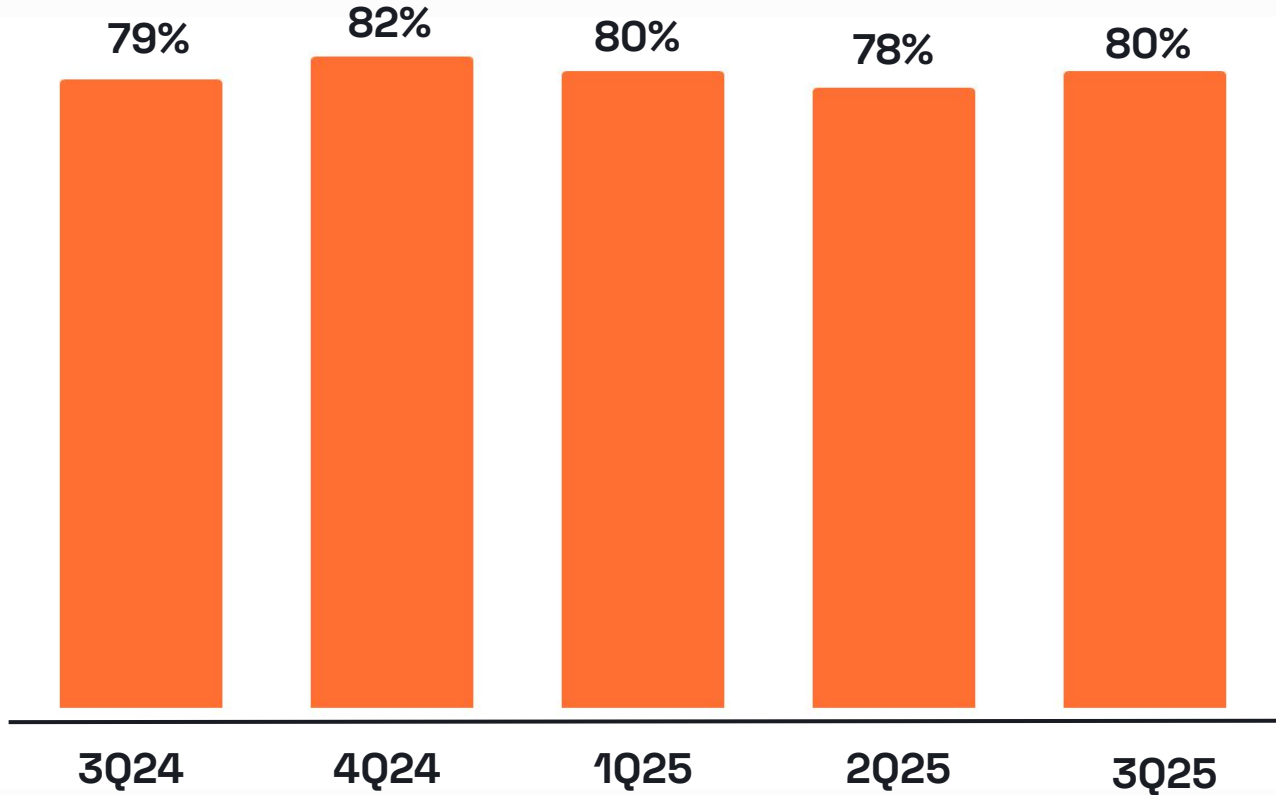


Definitions:

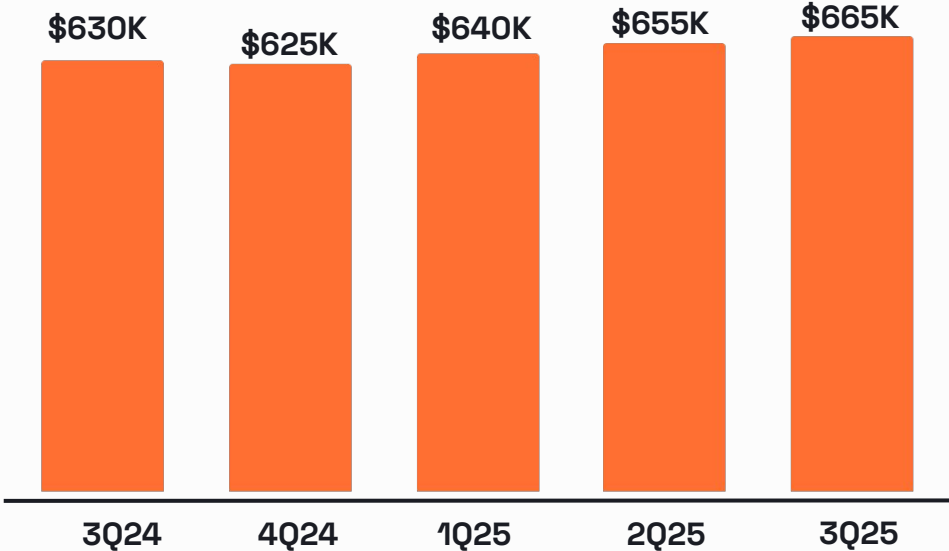
Recurring Revenue = recurring software revenue and recurring professional services revenue

Third Quarter Financial & Operational Highlights (cont'd)

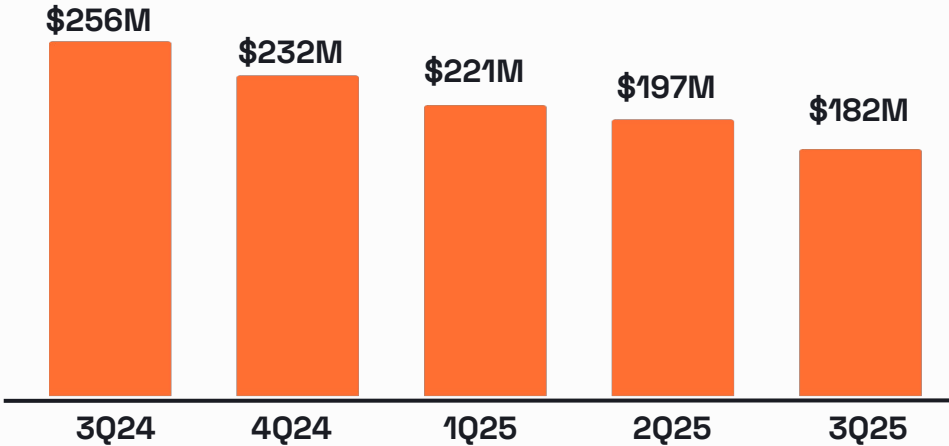
Net Revenue Retention Rate for Recurring Revenue¹



Average Revenue per Customer (ARPC)²



Remaining Performance Obligations³



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.

4Q25 and FY25 Guidance

	4Q25 Guidance	FY25 Guidance
Revenue	\$50.5M - \$55.5M	\$235M - \$240M
YoY Revenue Growth	(31)% - (24)%	(25)% - (23)%
Recurring Revenue % of Total Revenue	93%	93%
Adjusted EBITDA⁽¹⁾	\$(0.3)M - \$4.7M	\$7.5M - \$12.5M
Adjusted EBITDA Margin	(0.6)% - 8.5%	3.2% - 5.2%
<p>Note 1: Adjusted EBITDA is a Non-GAAP financial measure. For detailed current financial expectations, please see our Press Release issued on November 10, 2025</p>		

Appendix

Reconciliation of Adjusted EBITDA

3Q25

GAAP net income	\$8,711
Interest expense	8,113
Interest income	(1,207)
Provision for income taxes	394
Depreciation	5,468
Amortization of purchased intangibles and finance leases	166
Litigation, consulting and other employee costs	1,646
Restructuring costs	9,312
Stock-based compensation expense	2,635
Change in fair value of warrants	(2,933)
IT transformation costs	111
Gain on troubled debt restructuring	(27,720)
Other expense, net	55
Adjusted EBITDA	\$4,751

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, gain on troubled debt restructuring, IT transformation costs, and other expense, net.