



First Quarter 2025

Earnings Call Supplemental Slides

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May 7, 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 first quarter of 2025 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 first 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, (benefit from) provision for income taxes, depreciation, amortization of purchased intangibles and finance leases, litigation, consulting and other employee costs, restructuring costs, stock-based compensation expense, IT transformation costs, change in fair value of warrants, 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.

First Quarter Business Highlights



Financial Update

- 1Q25 Revenue of \$64.7M, above the midpoint of our guidance range of \$63M to \$65M
- Adjusted EBITDA¹ of \$0.2M, above the high-end of our guidance range of \$(3)M to \$(1)M
- Recurring Revenue² was \$60.4M, or 93% of Total Revenue



Go-to-market Update

- Total deal count of 50 in 1Q25 including:
 - 45 expansion & renewal deals
 - 5 new logo wins
- Continued traction within highly regulated industries, including healthcare, financial services, and telecommunications, representing over 70% of deal values in the Q1 2025



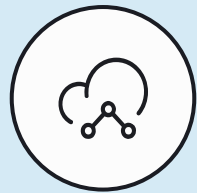
Product Update

- 14% sequential increase in customers and 25% sequential increase in conversations leveraging LivePerson GenAI capabilities
- Amazon Connect integration expected to launch in Q2 2025

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 7, 2025.

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

Notable Wins of the Quarter



IBM

Products Used:

Conversational Cloud, Web Messaging, NLU Bots

Use cases:

Leveraging full GenAI suite to empower agents/increase operational efficiency, enable more effective self-service/deflection, and drive sales. Also leveraging BYO LLM capabilities with IBM watsonx.



One of Canada's largest retailers

Products Used:

Conversational Cloud

Use cases:

Leveraging Conversational Cloud for messaging within their contact banner and to route sales leads to sales reps



One of the world's largest banks

Products Used:

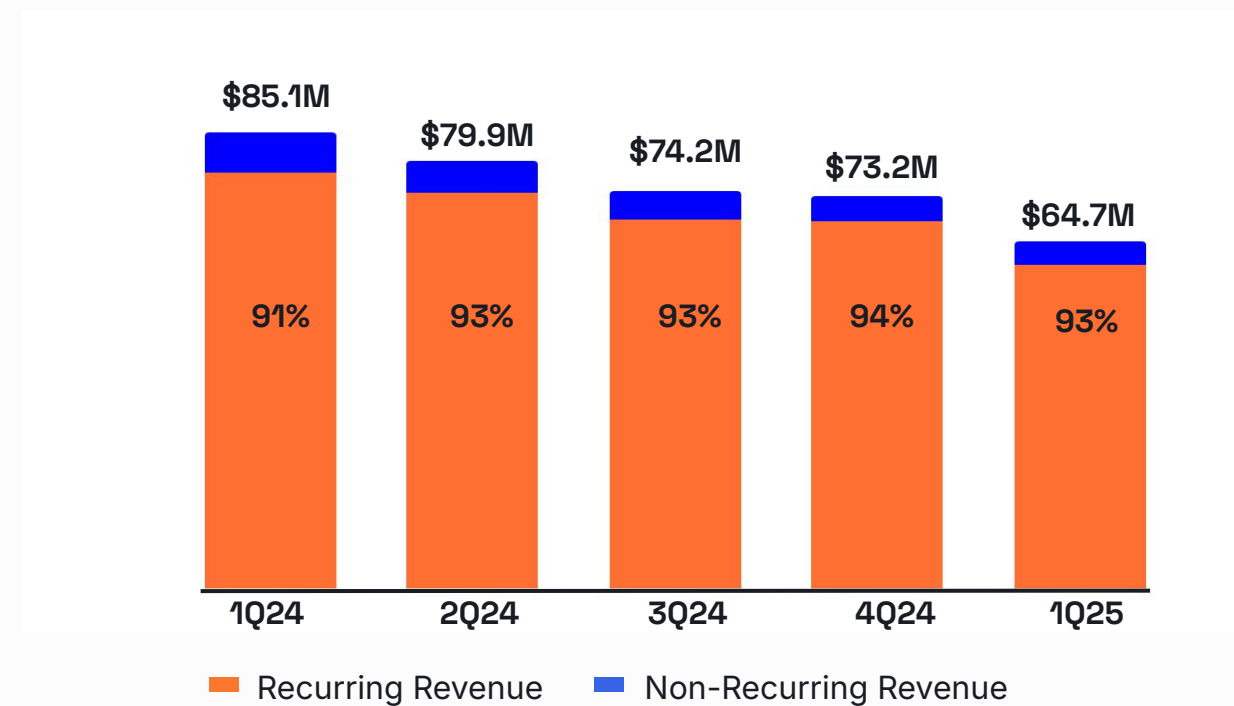
Automation services that include 2 full-time designer/developer resources

Use cases:

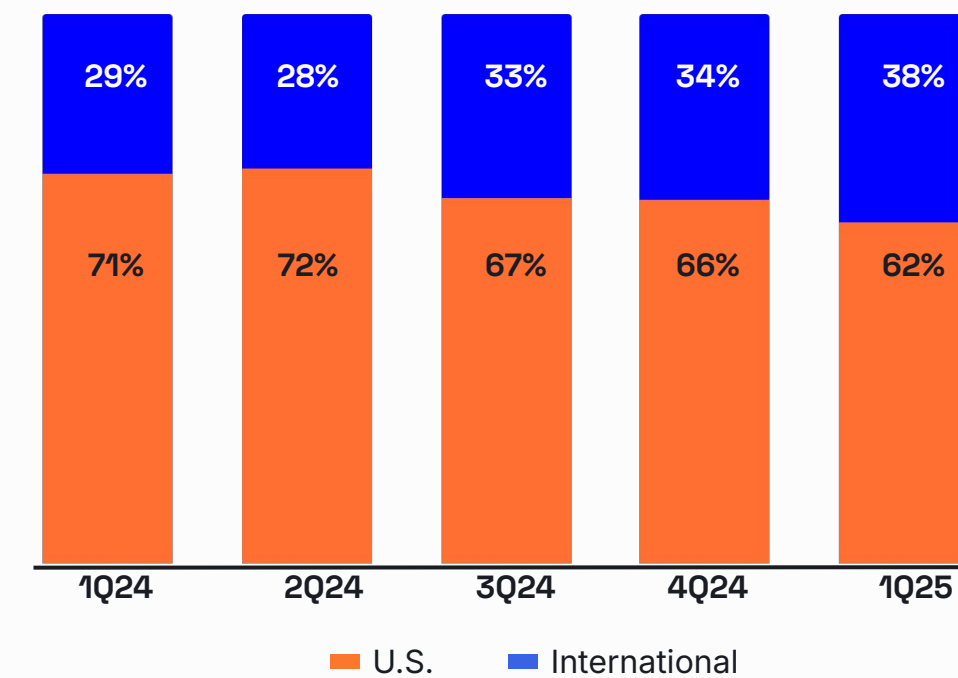
Leveraging IVR deflection, GenAI bot containment, and proactive messaging for fraud detection and to drive sales

First Quarter Financial & Operational Highlights

Recurring Revenue
as % of Total Revenue



Revenue by Geography

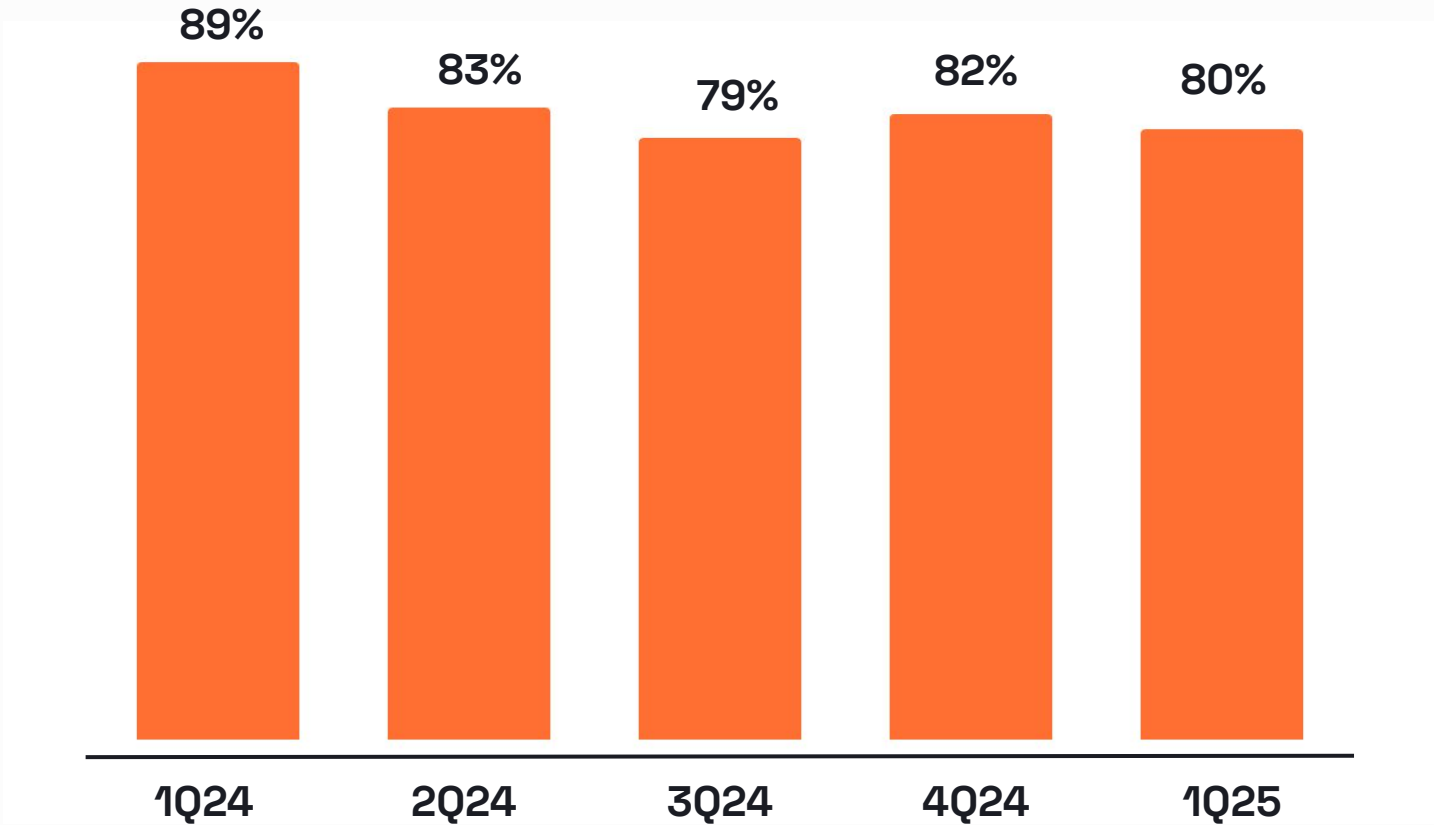


Definitions:

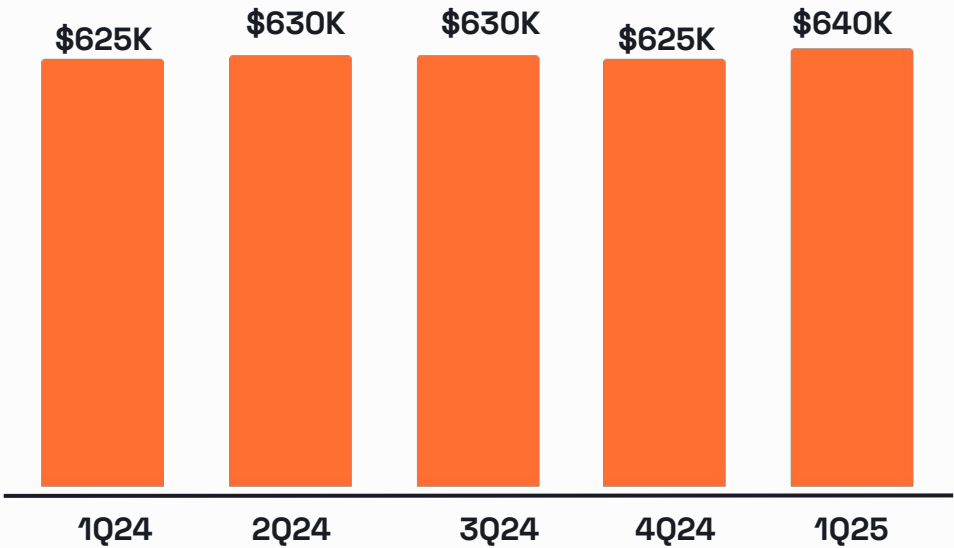
Recurring Revenue = recurring software revenue and recurring professional services revenue

First Quarter Financial & Operational Highlights (cont'd)

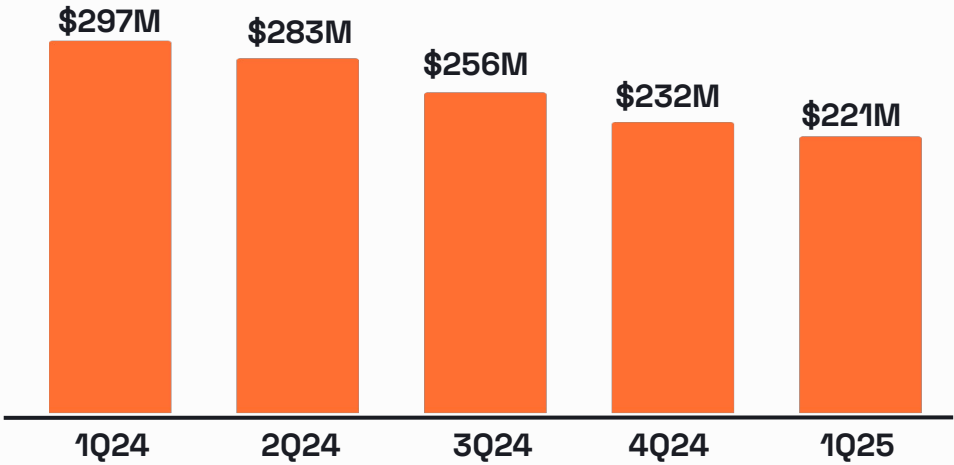
Net Revenue Retention Rate for Recurring Revenue¹



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 decline driven by customer cancellations and downsell.

2Q25 and FY25 Guidance

	2Q25 Guidance	FY25 Guidance
Revenue	\$57M - \$60M	\$240M - \$255M
YoY Revenue Growth	(29)% - (25)%	(23)% - (18)%
Recurring Revenue % of Total Revenue	93%	93%
Adjusted EBITDA ⁽¹⁾	\$(4)M - \$(2)M	\$(14)M - \$0M
Adjusted EBITDA Margin	(7.0)% - (3.3)%	(5.8)% - 0.0%
Note 1: Adjusted EBITDA is a Non-GAAP financial measure. For detailed current financial expectations, please see our Press Release issued on May 7, 2025		

Appendix

Reconciliation of Adjusted EBITDA

1Q25

GAAP net loss	\$(14,133)
Interest expense	7,478
Interest income	(1,457)
Benefit from income taxes	(345)
Depreciation	5,587
Amortization of purchased intangibles and finance leases	231
Litigation, consulting and other employee costs	5,169
Restructuring costs	1,305
Stock-based compensation expense	4,709
IT transformation costs	110
Change in fair value of warrants	(8,824)
Other expense, net	337
Adjusted EBITDA	\$167

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, (benefit from) provision for income taxes, depreciation, amortization of purchased intangibles and finance leases, litigation, consulting and other employee costs, restructuring costs, stock-based compensation expense, IT transformation costs, change in fair value of warrants, and other expense, net.