INVESTOR PRESENTATION

The Trusted Knowledge Platform for Enterprise AI

eGain

NASDAQ: EGAN

September 2026



Safe Harbor statement

This presentation contains forward-looking statements within the meaning of the safe harbor provisions of the U.S. Private Securities Litigation Reform Act of 1995, including without limitation: our financial guidance for the first quarter of fiscal 2027 and fiscal 2027 full year ending June 30, 2027; our beliefs regarding the validity of our business strategy; our investment in AI customer business; the expected profitability and cash-generating capacity of our legacy business; demand for our products and market opportunity; and our market position. The achievement or success of the matters covered by such forward-looking statements, including future financial guidance, involves risks, uncertainties, and assumptions, many of which involve factors or circumstances that are beyond our control. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, our actual results could differ materially from the results expressed or implied by the forward-looking statements we make, including our ability to achieve our targets for the first quarter of fiscal 2027 and fiscal 2027 full year ending June 30, 2027. The risks and uncertainties referred to above include, but are not limited to: risks to our business, operating results, and financial condition; the pace of technological advancements in generative AI and the adaptability of our services to incorporate these advancements; market demand for AI-enabled solutions; risks associated with new product releases and new services and products features; risks that customer demand may fluctuate or decrease; risks that we are unable to collect unbilled contractual commitments; risks that our lengthy sales cycles may negatively affect our operating results; currency risks; our ability to capitalize on customer engagement; risks related to our reliance on a relatively small number of customers for a substantial portion of our revenue; our ability to compete successfully and manage growth; our ability to develop and expand strategic and third-party distribution channels; risks related to our international operations; our ability to continue to innovate; our strategy of making investments in sales to drive growth; general political or destabilizing events, including war, intensified international hostilities, conflict or acts of terrorism; the effect of legislative initiatives or proposals, statutory changes, governmental or other applicable regulations and/or changes in industry requirements, including those addressing data privacy, cyber-security and cross-border data transfers; and other risks detailed from time to time in eGain's public filings, including eGain's quarterly report on Form 10-Q for the fiscal quarter ended March 31, 2026 and subsequent reports filed with the Securities and Exchange Commission, which are available on the Securities and Exchange Commission's website at www.sec.gov. These forward-looking statements are based on current expectations and speak only as of September 3, 2026. We assume no obligation and do not intend to update these forward-looking statements, except as required by law.

Investment highlights

Category leadership, AI customer revenue growth and a highly profitable SaaS model

Large, Underpenetrated Market

Enterprise AI adoption is increasing demand for governed, reliable and continuously improving knowledge, with customer operations representing the largest near-term opportunity.

Category Leadership

Named a Leader in the *2026 Gartner® Magic Quadrant™ for Knowledge Management Systems for Customer Service*. Enterprise customers include BT Consumer, Cathay Pacific, JPMorgan Chase and Liberty Mutual.

Growing AI Customer Revenue

- AI Customer Revenue grew 20% in FY26
- AI Customer ARR now represents 72% of total SaaS ARR

Strong Financial Model

- $91M in FY26 Total Revenue (94% recurring)
- 79% SaaS gross margin, 15% Adjusted EBITDA margin, and 23% operating cash flow margin
- $73.3 million in cash and no debt

Note: Financial figures reflect FY26, the annual period ending June 30, 2026. AI Customer ARR / revenue represents total SaaS ARR / total revenue from customers who actively utilize one or more of our AI offerings.

16 July 2026 -Magic Quadrant for Customer Service Knowledge Management Systems | By: Pri Rathnayake, Jennifer MacIntosh, Patrick Quinlan, Drew Kraus

The Enterprise AI problem



The quality of knowledge determines the quality of AI outcomes

Without trusted knowledge, AI produces inconsistent answers, struggles to gain adoption, and creates compliance and reputational risk.

95% of enterprise generative AI pilots fail[1]

The problem isn't the model; it's the knowledge the models draw from. Enterprise knowledge is not static data that can be cleaned once and forgotten. It must be curated, governed and improved constantly.

1. Source: MIT study: The GenAI Divide: State of AI in Business 2025.

The solution: AI KnowledgeOps

eGain manages enterprise knowledge through a governed, continuously improving lifecycle – similar to the way enterprises manage software

1	2	3	4	5	6
Source & Capture	**Synthesize & Curate**	**Govern & Manage**	**Personalize & Publish**	**Deploy & Operate**	**Measure & Learn**

OUTCOME: Trusted Knowledge™ — Reliable • Consistent • AI-Ready • Continuously Improving

Built by business expertise • Validated through real-world usage • Governed at enterprise scale

Why enterprises choose eGain

A purpose-built knowledge platform designed to make enterprise AI trusted, governed and continuously improving

Category Leader for AI Knowledge

More than 25 years of knowledge-management expertise embedded in a platform purpose-built for complex enterprise environments.

Closed-Loop Improvement

Real-world usage identifies knowledge gaps and continuously improves content quality, accuracy and business outcomes.

Governed System of Record

One trusted source of approved knowledge for employees, customers and AI agents—supporting consistent answers across every channel.

Enterprise-Grade Deployment

Security, compliance, workflow and governance capabilities built for regulated, global enterprises operating at scale.

Trusted knowledge delivers measurable customer outcomes

Global enterprises are using eGain to improve productivity, customer experience, and KPIs

TELECOM

$7M

projected annual benefits from AI Answers supporting 12,000 advisors

BRANDED MANUFACTURER

47%

lower abandonment, with a 19-point NPS increase and 20% lower contact volume

CONSUMER BRAND

64

markets in a global rollout helping turn service into a profit center

TRANSPORTATION

80%

AI-agent handle rate across approximately 10,000 conversations per month

INSURANCE

20–30%

targeted productivity uplift from knowledge migration and AI transformation

FINTECH

188%

month-over-month user growth for a governed-knowledge guided-selling solution

ONE PLATFORM. MULTIPLE PATHS TO MEASURABLE VALUE.

Lower service costs • Greater productivity • Higher satisfaction • Scalable AI automation

Most enterprises lack the governed knowledge required to scale AI

4% | HIGH MATURITY

Governed, AI-ready, continuously improving

16% | MEDIUM MATURITY

Some structure, inconsistent governance

80% | LOW MATURITY

Siloed, unstructured, stale knowledge — **not AI-ready**

*Based on internal survey results from eGain AI content readiness assessment.

Customer operations represent the largest near-term opportunity for enterprise AI

$1.5T+

Annual global spend on customer service & contact center operations

The largest labor-intensive operation in the enterprise creates a significant opportunity for AI-enabled automation

Contact Center Ops

AI-powered agent assist, routing, summarization, and quality monitoring — with human oversight

Leading wave

Customer Self Service

AI-powered self-service is the highest volume use case with clearest ROI — building confidence from early contact center deployments

Accelerating

Service to Sales

AI-powered product guidance, objection handling, and configure-price-quote capabilities — turning service interactions into sales opportunities

Emerging

*Internal Estimates.

Enterprise-scale deployment across 125K users that solves complex challenges for customer operations

Client Success

JPMorganChase

#1 US Bank

Results to date

125K
Daily users

40K+
Articles

6
Lines of business, including dozens of brands

2X
Quicker deployment vs original plan

easy with eGain

Challenge

Centralize all policies, procedures, SOPs

Home-grown and vendor solution silos with LOB-specific content

Effective change control for compliance

Gaps in end-to-end workflows for traceable change management of critical content

Improve customer service metrics

Answer findability and personalization was poor across silos

Readiness for agentic automation

Legacy platforms did not offer modern APIs and SDKs

AI Knowledge Hub for contact center and self-service

How we are solving it

Single source of truth
Unified hub consolidating content from multiple repositories into one knowledge base

Guided Help for complex inquiries
Interactive troubleshooting flows with role-based, product-specific filtering

Deep personalization
Role-based, contextual answer personalization enabled by composable content architecture

Trusted knowledge feeds automation
Rich, secure APIs deliver consistent, compliant content to agentic workflows in the contact center.

Governance and compliance
Robust reporting, feedback management, and automated workflows

eGain Named a Leader in the Inaugural Gartner® Magic Quadrant™ for Customer Service Knowledge Management Systems

Gartner category recognition is a key market milestone



Enterprise leaders view knowledge as foundational AI infrastructure

I have two foundational platforms in my AI architecture blueprint: Amazon Data Lakehouse and *eGain AI Knowledge Hub*. Everything else builds on these two.

CIO — $20B+ Health Insurance

eGain is partnering with us to drive AI outcomes in EBITDA and CSAT improvement, not just retrieval accuracy and hallucination mitigation.

Head of Operations — $10B+ Multinational

eGain is innovating on apps as well as platform, helping us realize our ambition of thoughtful automation of customer operations.

VP CX — F500 Investment Management Company

AI Customers — The Growth Engine

A customer-centric framework that better reflects eGain's AI growth and expansion opportunity

The AI Customer Segment

AI Customers are customers actively using one or more eGain AI offerings. We measure this segment using two key metrics:

AI Customer Revenue
Total revenue from AI Customers, including SaaS revenue across eGain products and related professional services.

AI Customer ARR
Total SaaS ARR from AI Customers across eGain products.

Why This Better Reflects the Business

1. AI adoption—not an individual product or SKU—is increasingly the primary driver of customer retention, expansion and long-term value.
2. AI Customer Revenue and ARR capture the full economic relationship with customers adopting eGain's AI platform.
3. As AI becomes a larger share of the business, these metrics provide a clearer view of eGain's underlying growth trajectory.

+20%
FY26 AI Customer Revenue growth

+13%
FY26 AI Customer ARR growth

72%
AI Customers % of Total SaaS ARR

Leading Indicators Support Continued AI Growth

Higher-Quality Pipeline

Qualified enterprise AI pipeline continues to expand, with improving conversion and progression.

More New-Logo Wins

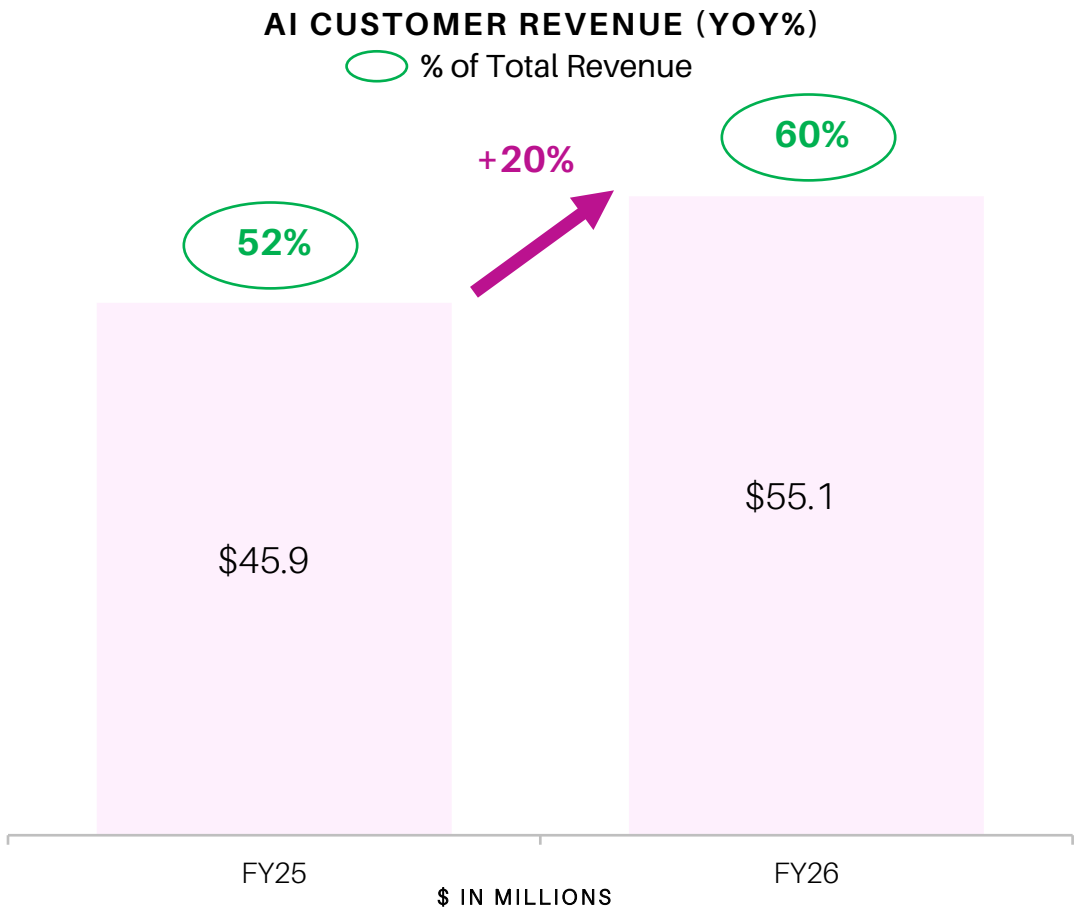
FY26 AI new-logo wins increased ~30% year-over-year, led by financial services, insurance and large contact center operations.

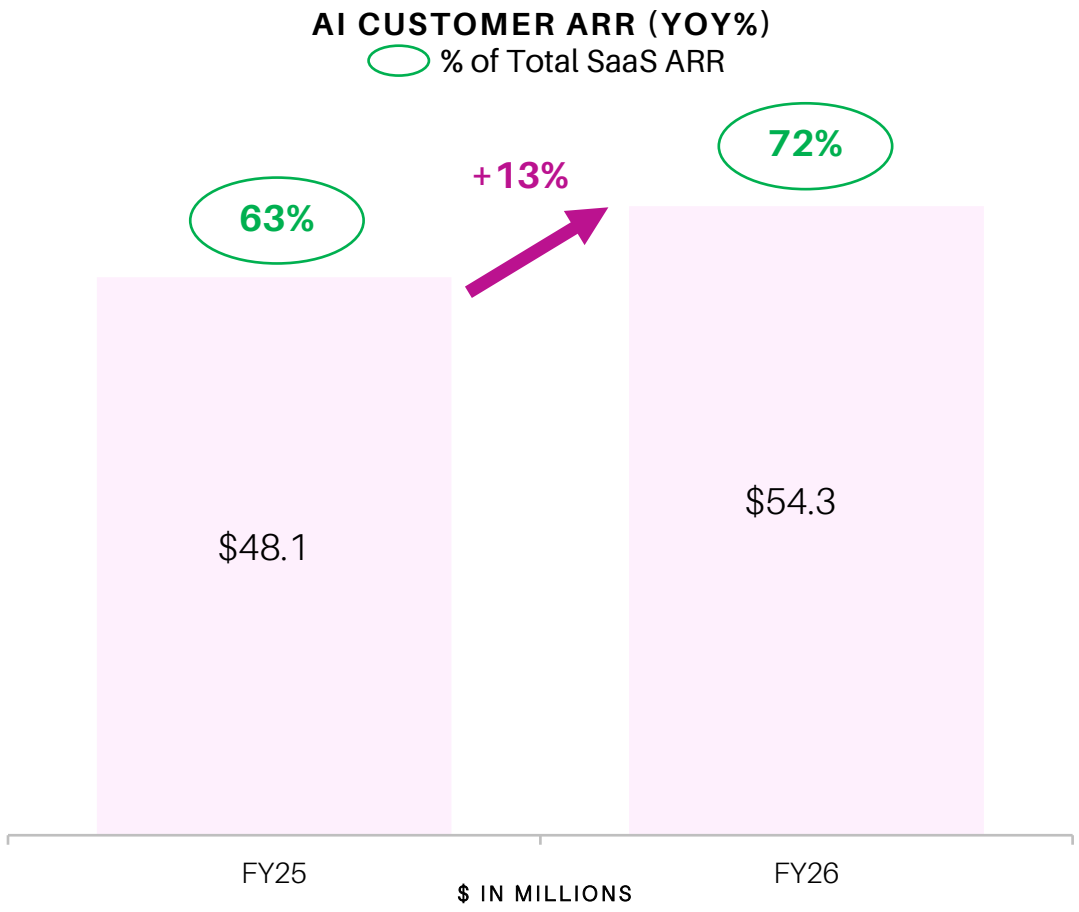
Enterprise Customer Validation

BT Consumer, Cathay Pacific, Country Financial, JPMorgan Chase and Liberty Mutual demonstrate adoption across large, complex enterprises.

Strong AI customer revenue and ARR growth

Double-digit growth validating eGain's strategic transition to AI as its core business

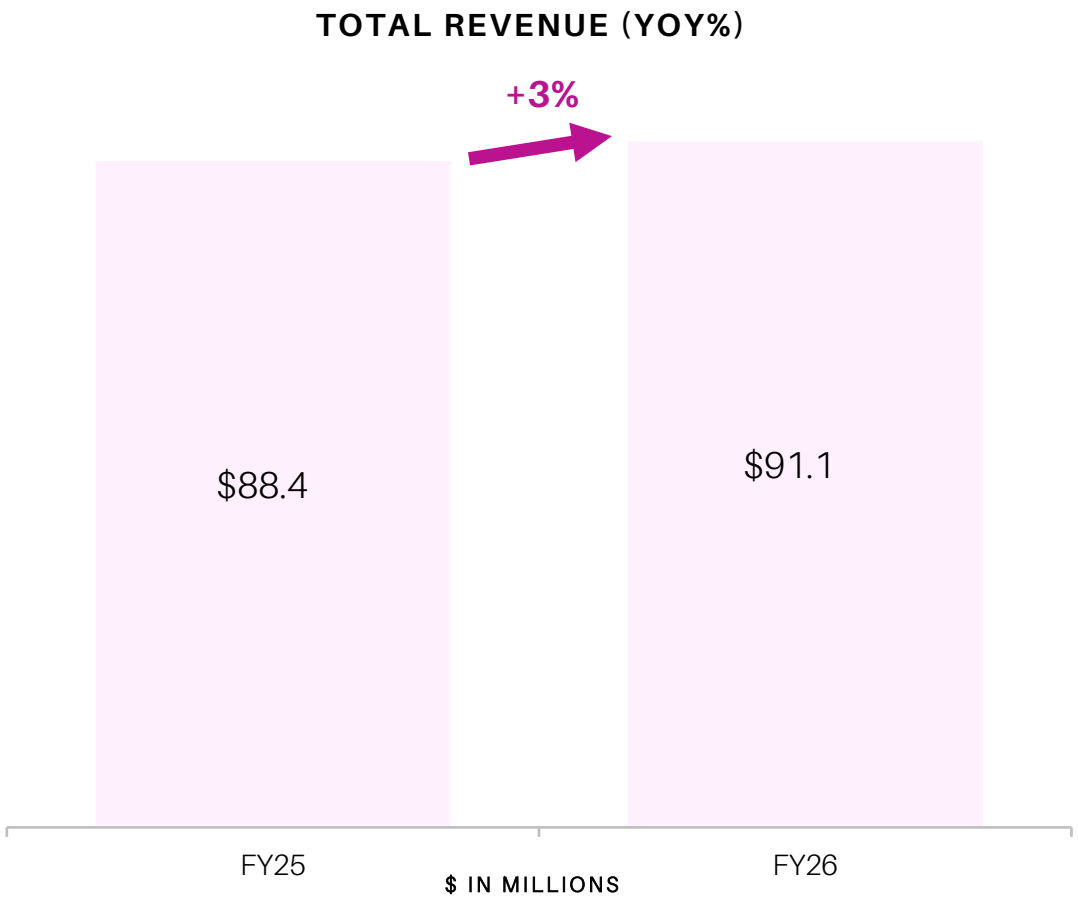




Note: Fiscal year end is June 30th. AI Customer revenue / ARR represents total revenue / total SaaS ARR from customers who actively utilize one or more of our AI offerings.

Total and SaaS revenue growth during AI transition phase

Near-term reported growth reflecting the runoff of non-AI products





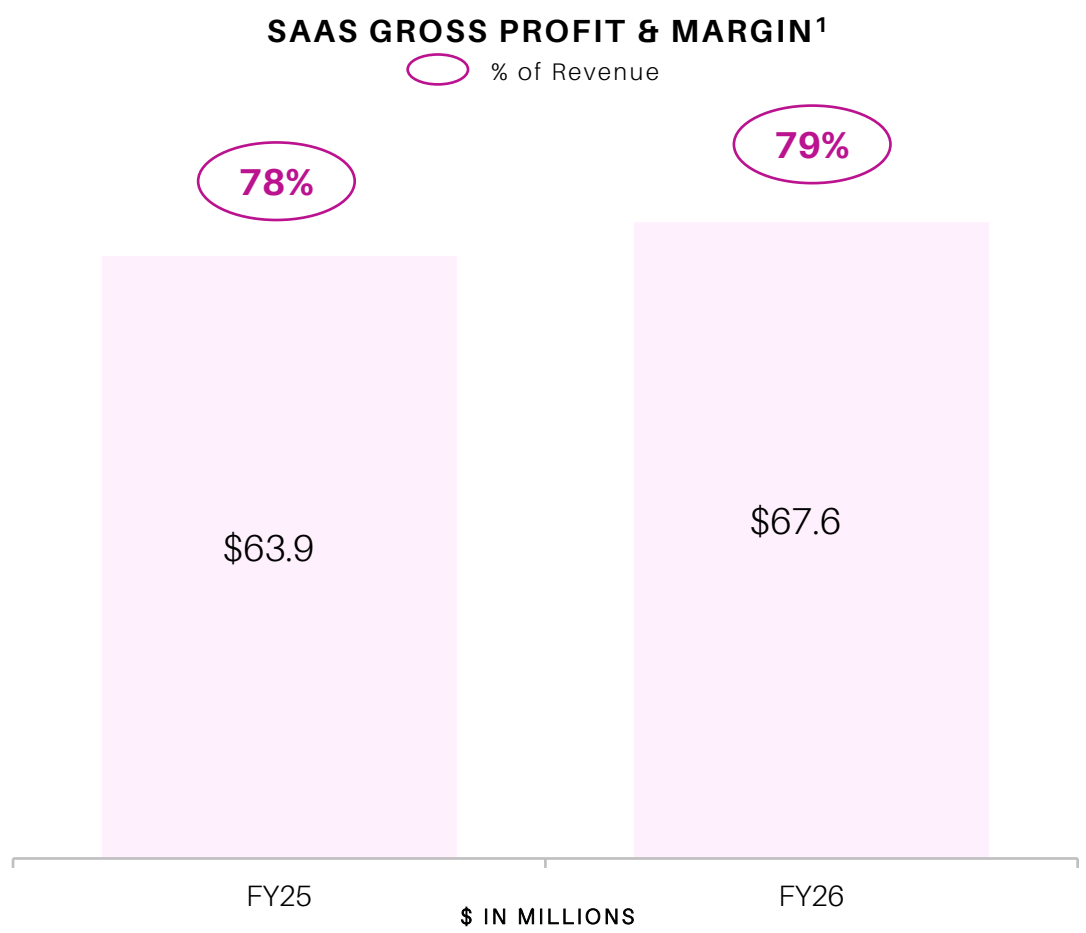
Note: Fiscal year end is June 30th.

High SaaS gross margins support scalable growth

~75% gross margins



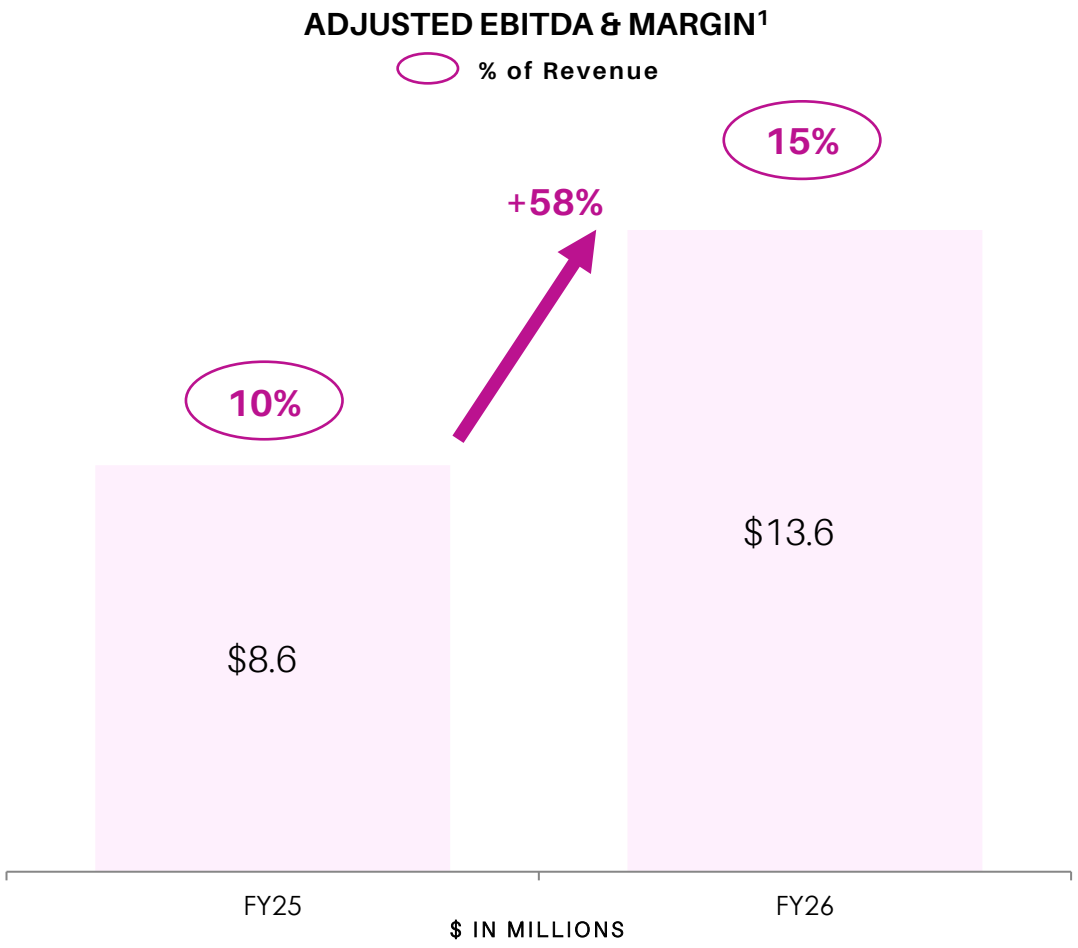
~80% SaaS gross margins

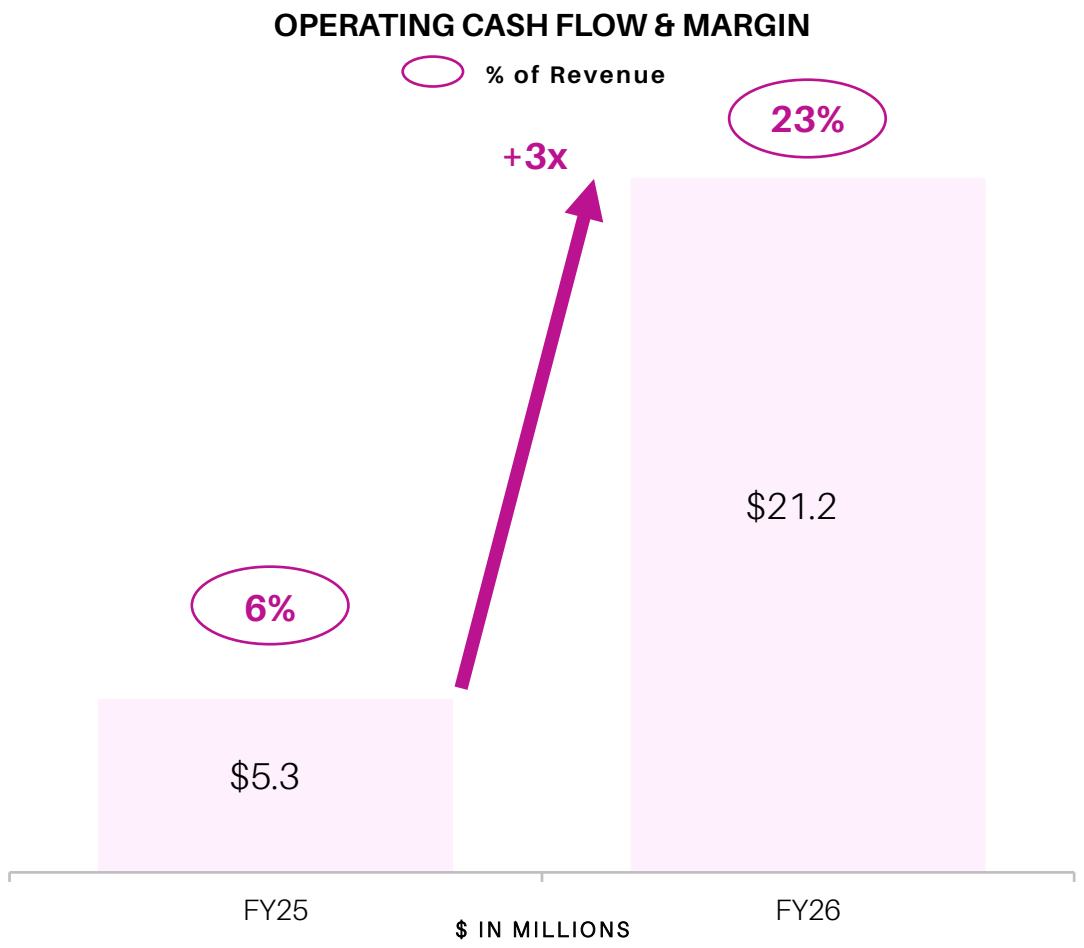


Note: Fiscal year end is June 30th.
1. Excludes stock-based compensation and unusual transactions.

Operating efficiencies driving margin expansion

Expanding margins driving substantial growth in Adjusted EBITDA and Operating Cash Flow





Note: Fiscal year end is June 30th.
1. Excludes stock-based compensation, severance and unusual transactions.

FY26 results Highlight AI Customer Revenue Growth and Strong Cash Generation

Metric	Performance
AI Customer Revenue	**$55.1M,** up 20% year-over-year
Total Revenue	**$91.1M,** up 3% year-over-year
SaaS Revenue	**$85.3M,** up 4% year-over-year
Non-GAAP SaaS Gross Margin	**79%,** up from 78% in FY25
Adjusted EBITDA Margin[2]	**15%**, up from 10% in FY25
Non-GAAP Net Income / EPS[1]	**$13.0M**, or EPS of $0.47
Operating Cash Flow	**$21.2M**, or 23% margin
Cash and equivalents / Debt	**$73.3M and no debt**
Shares repurchased	**1.6M shares for $11.5M**

1. Excludes stock-based compensation and unusual transactions.
2. Excludes stock-based compensation, severance, and unusual transactions.

Q127 and FY27 guidance

	Q127	FY27
AI Customer Revenue	$13.7 M – $14.0 M	$59.5 M – $60.5 M
Total Revenue	$20.9 M – $21.4 M	$84.5 M – $86.0 M
GAAP Net Income (Loss)	$0.5 M – $1.1 M	($3.0 M) – ($2.0 M)
GAAP EPS	$0.02 – $0.04	($0.11) – ($0.08)
Non-GAAP Net Income[1]	$1.4 M – $2.0 M	$1.0 M – $2.0 M
Non-GAAP EPS[1]	$0.05 – $0.08	$0.04 – $0.07
Adjusted EBITDA[2]	$1.4 M – $1.9 M	$0.7 M – $1.4 M

1. Excludes stock-based compensation and unusual transactions.
2. Excludes stock-based compensation, severance, and unusual transactions.

Long Term Model: Transition to a Higher-Growth AI Business

AI revenue growth and completion of non-AI runoff deliver meaningful acceleration in reported growth by FY30

Metric (Non-GAAP)	FY26		FY30 Target	Investor Takeaway
AI Customer ARR	$54M	**17-22% CAGR**	$100 - $120M	AI ARR compounds toward scale
Total SaaS ARR	$75M		$100- $120M	Runoff of non-AI and migration to AI complete
AI as % of Total	72%		~100%	Pure-play AI business with more contribution from outcome-based pricing
AI Customer Revenue	$55M	**17-20% CAGR**	$105 - $115M *20%+ growth YoY*	Underlying AI revenue growth becomes more visible
Total Revenue	$91M		$110 - $120M *15 - 20% growth YoY*	Total growth now closely mirrors AI growth
AI as % of Total	60%		~95%	AI revenue mix supports higher-quality valuation framework
SaaS Gross margin %	79%		80%	Maintain attractive software margins
EBITDA margin %	15%		Positive while funding AI growth	Growth investment balanced with profitability discipline

FY26–FY29: transition period

FY30: Revenue growth mirrors AI growth

AI revenue: $55M → $105–115M

Note: Fiscal year end is June 30th. AI Customer ARR / revenue represents total SaaS ARR / total revenue from customers who actively utilize one or more of our AI offerings.

The eGain investment thesis

Enterprise AI depends on trusted, governed knowledge

eGain is a recognized leader in AI Knowledge

AI Customer revenue expected to grow at ~20% CAGR through FY30

Strong balance sheet and cash generation support growth initiatives

eGain is positioned to emerge as a larger and faster-growing enterprise AI software company



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GAAP P&L last 5 quarters

$ in thousands	Q425	Q126	Q226	Q326	Q426
AI customer revenue	12,807	13,455	13,589	13,881	14,204
SaaS	21,691	21,900	21,799	20,917	20,670
Professional services	1,543	1,608	1,180	1,582	1,480
Total Revenue	**23,234**	**23,508**	**22,979**	**22,499**	**22,150**
Cost of revenue	6,354	5,831	6,172	5,994	6,289
Gross Profit	**16,880**	**17,677**	**16,807**	**16,505**	**15,861**
Gross Profit %	*73%*	*75%*	*73%*	*73%*	*72%*
Research and development	6,961	7,315	7,277	7,566	7,291
Sales and marketing	4,641	4,029	5,174	4,644	5,629
General and administrative	2,031	3,500	2,310	2,287	1,863
Total Operating Expense	**13,633**	**14,844**	**14,761**	**14,497**	**14,783**
Income From Operations	**3,247**	**2,833**	**2,046**	**2,008**	**1,078**
Interest income, net	440	462	624	603	561
Other income (expense), net	(390)	455	(32)	176	(18)
EBT	**3,297**	**3,750**	**2,638**	**2,787**	**1,621**
Income for (provision) benefit	27,568	(930)	(302)	(371)	(317)
Net Income	**30,865**	**2,820**	**2,336**	**2,416**	**1,304**

GAAP to Non-GAAP reconciliation

$ in thousands	Q425	Q126	Q226	Q326	Q426
Gross profit	$16,880	$17,677	$16,807	$16,505	$15,861
Gross profit %	*73%*	*75%*	*73%*	*73%*	*72%*
Stock-based compensation expense	186	95	133	149	151
Non-GAAP gross profit	17,066	17,772	16,940	16,654	16,012
Non-GAAP gross profit %	*73%*	*76%*	*74%*	*74%*	*72%*
Operating income	3,247	2,833	2,046	2,008	1,078
Stock-based compensation expense	496	523	645	789	845
Issuance of common stock warrant for services	-	1,350	-	-	-
Non-GAAP operating income	$3,743	$4,706	$2,691	$2,797	$1,923

GAAP to Non-GAAP reconciliation

$ in thousands	Q425	Q126	Q226	Q326	Q426
GAAP Cost of SaaS	$4,233	$4,171	$4,438	$4,532	$4,591
Stock-based compensation expense	-	-	-	-	-
Non-GAAP cost of SaaS	$4,233	$4,171	$4,438	$4,532	$4,591
GAAP Cost of professional services	$2,121	$1,660	$1,734	$1,462	$1,698
Stock-based compensation expense	(186)	(95)	(133)	(149)	(151)
Non-GAAP cost of professional services	$1,935	1,565	$1.601	$1,313	$1,547
GAAP research and development	$6,961	$7,315	$7,277	$7,566	$7,291
Stock-based compensation expense	(117)	(230)	(313)	(369)	(421)
Non-GAAP research and development	$6,844	$7,085	$6,964	$7,197	$6,870
GAAP sales and marketing	$4,641	$4,029	$5,174	$4,644	$5,629
Stock-based compensation expense	(75)	(111)	(115)	(156)	(178)
Non-GAAP sales and marketing	$4,566	$3,918	$5,059	$4,488	$5,451
GAAP general and administration	$2,031	$3,500	$2,310	$2,287	$1,863
Stock-based compensation expense	(118)	(87)	(84)	(115)	(95)
Issuance of common stock warrant for services	-	(1,350)	-	-	-
Non-GAAP general and administration	$1,913	$2,063	$2,226	$2,172	$1,768

GAAP to Non-GAAP reconciliation

$ in thousands	Q425	Q126	Q226	Q326	Q426
GAAP Net income	$30,865	$2,820	$2,336	$2,416	$1,304
Stock-based compensation expense	496	523	645	789	845
Issuance of common stock warrant for services	-	1,350	-	-	-
Valuation allowance	(28,964)	-	-	-	-
Non-GAAP Net income	$2,397	$4,693	$2,981	$3,205	$2,149
Severance and related charges	648	223	501	251	143
Depreciation and amortization expense	77	88	95	102	103
Interest income, net	(440)	(462)	(624)	(603)	(561)
Provision for income taxes	1,396	930	302	371	317
Other (expense) income, net	390	(455)	32	(176)	18
Adjusted EBITDA	$4,468	$5,017	$3,287	$3,150	$2,169
% of total revenue	*19%*	*21%*	*14%*	*14%*	*10%*

Balance sheet

$ in thousands	Jun-30-2026	Jun-30-2025
Current Assets		
Cash and Cash Equivalents	73,336	62,909
Accounts Receivables	24,391	32,775
Prepaid & Other C/A	4,256	4,875
Restricted Cash	8	8
Total Current Assets	**101,991**	**100,567**
Non-Current Assets		
PPE, Net	872	670
Operating lease right-of-use assets	2,516	3,530
Goodwill	13,186	13,186
Other Assets, Net	29,431	30,052
Total Assets	**147,995**	**148,005**

$ in thousands as of:	Jun-30-2026	Jun-30-2025
Current Liabilities		
Accounts Payable	2,486	2,596
Accrued Expenses	8,877	9,570
Operating Lease Liabilities	1,246	1,220
Deferred Revenue	46,478	48,765
Total Current Liabilities	**59,087**	**62,151**
Non-Current Liabilities		
Operating Lease Liabilities, Net of Current	1,532	2,449
Deferred Revenue, Net of Current	2,062	1,766
Other Long-term Liabilities	1,101	908
Total Non-Current Liabilities	**4,695**	**5,123**
Shareholders' Equity		
Common Stock	34	33
APIC	417,032	410,917
Treasury Stock	(50,322)	(38,812)
Retained Earnings	(282,531)	(291,407)
Total Shareholders Equity	**84,213**	**80,731**
Total Liabilities & Shareholders Equity	**147,995**	**148,005**