eGain

INVESTOR PRESENTATION

The Instruction Layer for Enterprise AI

Trusted knowledge and business guidance for enterprise AI

Q1 Fiscal 2027 | November 2026

NASDAQ: EGAN

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 second quarter of fiscal 2027 and the fiscal year ending June 30, 2027; our long-term financial targets, including for fiscal 2030; our expectations regarding growth in AI customer revenue and ARR and the decline of revenue from legacy customers; our business strategy and our positioning as AI knowledge infrastructure; the expected benefits and adoption of our products and capabilities, including AI KnowledgeOps, AI agents and other offerings introduced at Solve26; our go-to-market strategy, including self sign-up, direct sales in our focus verticals, partner and channel relationships, ecosystem integrations and forward-deployed engineering; our pricing models, including outcome-based pricing and pricing under which we bear the cost of AI model usage; our planned investments in sales and marketing; demand for our products and our market opportunity; our market position and industry recognition; and our capital allocation, including share repurchases. The achievement or success of the matters covered by such forward-looking statements involves risks, uncertainties and assumptions, many of which involve factors or circumstances 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. 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; our ability to grow our AI customer business at the rate we expect and the pace of decline in our legacy customer revenue; risks associated with new product releases and new services and product features; risks related to new and evolving pricing models, including our ability to predict and manage the cost of third-party AI models and infrastructure; our reliance on third-party platforms, large language model providers, technology partners and channel partners, including our OEM relationship with Cisco; our ability to develop and expand strategic and third-party distribution channels; 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; risks related to our reliance on a relatively small number of customers for a substantial portion of our revenue; our ability to compete successfully, including with larger platform providers, and manage growth; risks related to our international operations; our ability to continue to innovate; our strategy of making investments in sales and marketing 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 artificial intelligence, 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 annual report on Form 10-K for the fiscal year ended June 30, 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 November 5, 2026. We assume no obligation and do not intend to update these forward-looking statements, except as required by law. This presentation also includes non-GAAP financial measures and key business metrics, including AI Customer revenue and AI Customer ARR. Reconciliations of non-GAAP measures to the most directly comparable GAAP measures are included in the appendix and in our earnings release.

WHY EGAIN

Growing AI customer adoption, supported by recurring revenue & cash

1

Category leader

Named a Leader in Gartner's first-ever Magic Quadrant for Customer Service Knowledge Management Systems — positioned highest for Ability to Execute and furthest for Completeness of Vision.

2

Enterprise AI opportunity

Customer service is a major area of enterprise AI adoption. Reliable answers require current knowledge, clear policies and continuous verification.

3

AI customers are the growth engine

AI Customer ARR of $54.5M, up 11% year over year and 74% of total SaaS ARR. FY30 target: ~100% of SaaS ARR.

4

Strong financial foundation

$71.3M in cash and no debt. LTM operating cash flow of $12.5M supports investment in AI customer growth.

Note: Fiscal year ends June 30. Q1 FY27 ended Sep 30, 2026. AI Customer ARR includes all SaaS ARR from customers on our AI-enabled platform. FY30 targets are forward-looking statements.

Customer service is a major enterprise AI opportunity

THE PRESSURE TO SHOW AI ROI

56% of service leaders expect their pay to be tied to AI results, up from 23%

78% plan to increase AI spending

76% AI projects in customer service cannot show positive ROI

$1.5T+

annual global spend on customer service and contact center operations*

A large operating expense base creates demand for automation that delivers reliable answers and measurable results.

Source: Gartner, Customer Service Leads on AI Adoption but ROI Remains Elusive (July 2026). *eGain internal estimate of operating spending, not an estimate of the addressable software market.

eGain supplies trusted knowledge & business guidance to enterprise AI

AI AGENTS & EXPERIENCES

Customer self-service • Contact center agent assist • Employee copilots • Voice agents • Any LLM

THE INSTRUCTION LAYER: EGAIN AI KNOWLEDGE HUB

What's true
Verified, approved answers

What's allowed
Policies, regulations, guardrails

What to do
Workflows and knowledge graphs

ENTERPRISE CONTENT AND CONVERSATIONS & SYSTEMS

Documents & PDFs • SharePoint & wikis • Legacy knowledge bases • CRM • Contact center (CCaaS) • Customer conversations • Core systems

Governed knowledge helps AI answer accurately and act consistently

- Connects AI to approved enterprise knowledge and business instructions
- Provides a shared foundation for agents, channels and employees
- Continuously verifies knowledge as products, policies and regulations change

"Two foundational platforms in my AI architecture: AWS data lakehouse and eGain AI Knowledge Hub." — CIO, $20B+ health insurer

CATEGORY LEADERSHIP

A Leader in Gartner's Inaugural Magic Quadrant for Customer Service Knowledge Management Systems



1

Category recognition

Gartner's inaugural Magic Quadrant evaluates Customer Service Knowledge Management Systems.

2

eGain is a Leader

Positioned highest for Ability to Execute and furthest for Completeness of Vision.

3

Strong market validation

87% increase Y-o-Y in event generated leads in Q127.

Source: Gartner, Magic Quadrant for Customer Service Knowledge Management Systems, Pri Rathnayake, Jennifer MacIntosh, Patrick Quinlan, Drew Kraus, 16 July 2026. This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from eGain. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose. GARTNER and MAGIC QUADRANT are registered trademarks of Gartner, Inc. and/or its affiliates in the U.S. and internationally and are used herein with permission. All rights reserved.

CUSTOMER RESULTS

Customers are seeing compelling AI ROI

COUNTRY FINANCIAL

25%

home-office calls down in the first month; 96% self-service answer accuracy for 2,500+ field reps generating 700K calls annually

HEALTHFIRST

72%

fewer misrouted calls, with one source of answers for 6,500 users

ROGUE CREDIT UNION

13%

shorter calls, with 98% of questions answered instantly

PHILIP MORRIS INTERNATIONAL

64

markets running on a single knowledge base

Customer results demonstrate the value of governed knowledge in automating customer operations at scale

Source: customer presentations at eGain Solve26 Chicago, October 13–14, 2026. Results as reported by customers.

ENTERPRISE SCALE

US mega-bank has deployed eGain as their enterprise knowledge platform serving 125,000 daily users and AI agents

125K daily users

40K+ articles

6 lines of business with dozens of brands

2x faster deployment vs. original plan

The challenge

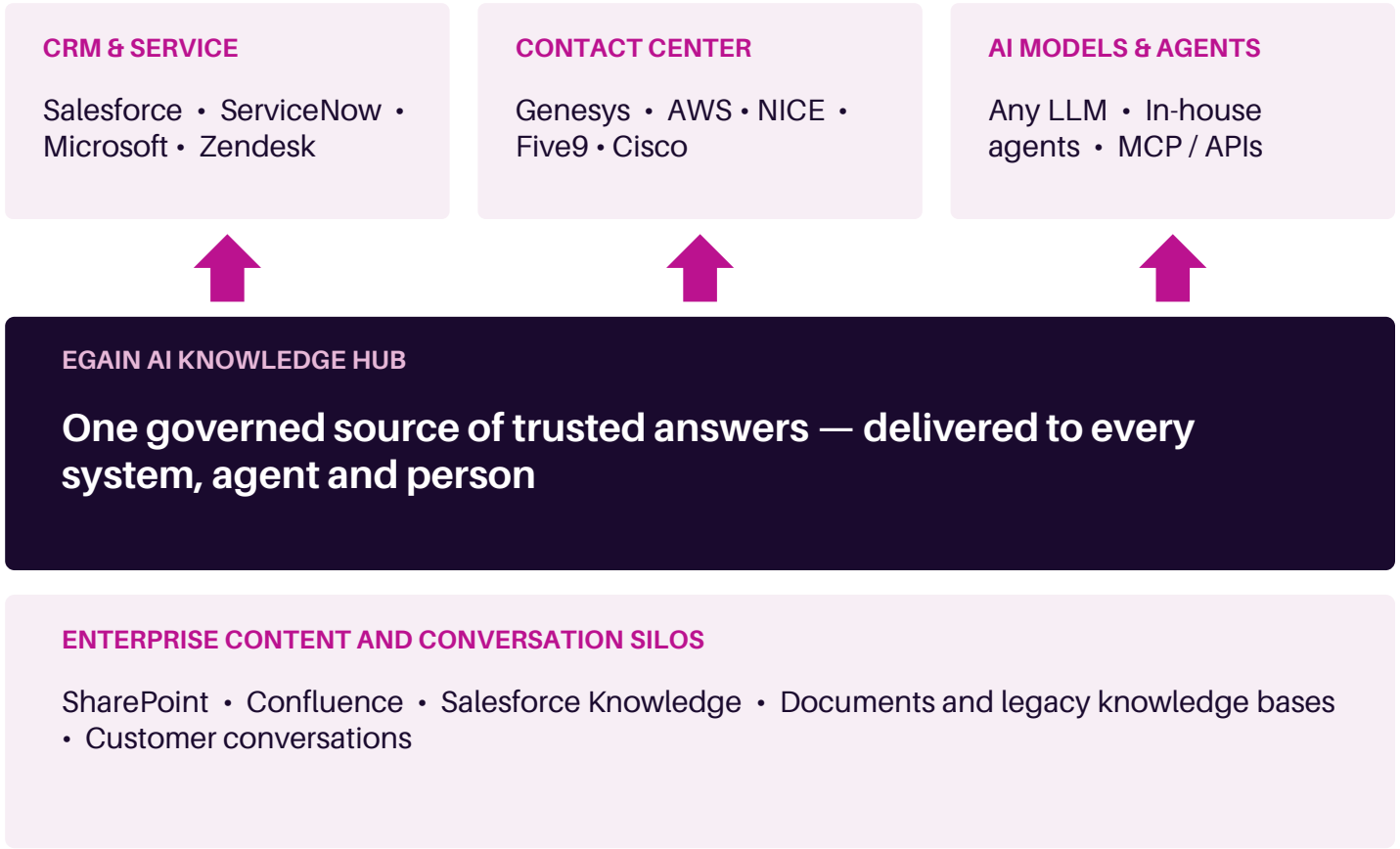
- Policies and procedures spread across multiple systems
- Limited change control for compliance-critical content
- Difficulty finding relevant, personalized answers
- Need for modern APIs to support automation

The eGain solution

- One knowledge foundation across repositories
- Guided Help for complex inquiries
- Role-based personalization
- Secure APIs for automated workflows
- Governance and feedback processes

COMPETITIVE POSITION

eGain is the knowledge layer across existing platforms, delivering trusted and governed answers



Why customers choose eGain

1

Vendor-neutral by design

A shared knowledge foundation across multiple CRM, contact center and AI systems.

2

Works with existing systems

Integrations bring governed knowledge into the workflows customers already use.

3

Knowledge lifecycle and guidance

Combines knowledge preparation, guided workflows and answer verification, with access through agents and APIs.

Recurring subscriptions expand with AI adoption

1 LAND

Win new customers focused on customer service and CX

Direct sales, self-service entry points and partners introduce customers to eGain's knowledge platform. Focus industries include financial services, healthcare and government.

2 EXPAND

Grow with knowledge centralization and AI use cases across functions

Expand across users, departments and AI use cases. AI KnowledgeOps helps customers prepare and maintain the knowledge each deployment needs.

3 MONETIZE

Subscriptions and AI usage

Per-user SaaS subscriptions and AI agents priced per session or resolution. eGain covers model usage costs in these agent offerings. Services support deployment.

94% of FY26 revenue recurring

79% FY26 non-GAAP SaaS gross margin

~80% long-term SaaS gross margin target

Note: Fiscal year ends June 30. SaaS gross margin is non-GAAP and excludes stock-based compensation and unusual transactions; see appendix for reconciliation. Long-term target is a forward-looking statement.

GO-TO-MARKET

Focused enterprise sales, supported by self-signup and partners

1

Self sign-up

Online entry point for organizations and departments

WYCA free trial introduces customers to eGain

Designed to reduce friction in initial adoption

2

Direct sales

Financial services: banks, credit unions and insurers

Healthcare: payers and providers

Government: federal and state

Industry solutions support regulated workflows

3

Partner channel

Consulting, systems-integrator and software relationships

Referral, resale and implementation opportunities

Partners can extend sales reach and delivery capacity

4

Ecosystems

Connect to CRM and contact center workflows

Integrate with industry systems

Composer APIs support developer-built agents and applications

Forward-deployed engineering: eGain engineers work with customer teams to accelerate deployment.

AI pricing: selected agent offerings include model usage costs within per-user or per-resolution pricing.

AI customers: now nearly three-quarters of SaaS ARR

The AI customer segment

Customers on the AI-enabled platform. Metrics include all revenue or SaaS ARR from these customers.

AI Customer ARR

All SaaS ARR from qualifying customers, across eGain products.

AI Customer revenue

All revenue from qualifying customers, including services.

The transition

AI customer growth and declining legacy revenue together determine total company growth.

$54.5M

AI Customer ARR, up 11% YoY

74%

of Total SaaS ARR, up from 65% a year ago

$89.5M

LTM total revenue, down 1% YoY

$56.0M

LTM AI Customer revenue, up 16% YoY; 63% of total

EXECUTION MILESTONES

Accelerate AI ARR growth, expand customer adoption and stabilize total revenue

Note: LTM = last twelve months, the four quarters ended September 30, 2026; AI Customer ARR as of September 30, 2026. AI Customer ARR / revenue represents total SaaS ARR / total revenue from customers on eGain's AI-enabled platform, inclusive of all offerings to those customers. Legacy revenue represents revenue from all other customers, including revenue through the Cisco OEM relationship (total revenue less AI Customer revenue).

Revenue and earnings above the high end of guidance

Metric	Q1 FY27 performance
Total revenue	$21.9M, down 7% YoY; above high end of guidance
AI Customer revenue	$14.4M, up 7% YoY; 66% of total revenue
AI Customer ARR	$54.5M, up 11% YoY; 74% of Total SaaS ARR
Total SaaS ARR	$73.4M, down 4% YoY
GAAP gross margin	73%, compared to 75% in Q1 FY26
Non-GAAP gross margin[1]	74%, compared to 76% in Q1 FY26
GAAP net income / EPS	$1.6M, or $0.06 per diluted share
Non-GAAP net income / EPS[1]	$2.4M, or $0.09 per diluted share
Adjusted EBITDA[2]	$2.7M, or 12% margin
Operating cash flow	$1.8M
Cash and equivalents / debt	$71.3M and no debt
Share repurchases	~644,000 shares for $3.6M (avg. $5.64)

Quarterly context

Legacy declines drove lower total revenue

Sales and marketing timing supported Q1 earnings, spending is expected to increase through FY27

1. Excludes stock-based compensation and unusual transactions. 2. Excludes stock-based compensation, severance and unusual transactions. See appendix for GAAP to non-GAAP reconciliations.

OUTLOOK

FY27 outlook reflects growth investment and legacy revenue declines

	Q2 FY27	FY27 (reiterated)
Total revenue	$21.0 M – $21.5 M	$84.5 M – $86.0 M
AI Customer revenue	$14.5 M – $14.8 M	$59.5 M – $60.5 M
GAAP net income (loss)	($0.5 M) – $0.2 M	($3.0 M) – ($2.0 M)
GAAP EPS	($0.02) – $0.01	($0.11) – ($0.08)
Non-GAAP net income[1]	$0.2 M – $0.9 M	$1.0 M – $2.0 M
Non-GAAP EPS[1]	$0.01 – $0.03	$0.04 – $0.07
Adjusted EBITDA[2]	$0.0 M – $0.5 M	$0.65 M – $1.4 M

FY27 priorities

Target approximately 20% AI Customer ARR growth

Increase go-to-market investment

Legacy revenue expected to decline approximately 30%

Cash generation and liquidity support the transition

Planned investment reduces earnings after Q1
Q1 benefited from sales and marketing timing. Higher spending and legacy revenue declines weigh on earnings in the remaining quarters.

1. Excludes stock-based compensation and unusual transactions. 2. Excludes stock-based compensation, severance and unusual transactions. Weighted average shares of ~25.8M for Q2 FY27 and ~26.0M for FY27.

LONG-TERM MODEL

FY30 targets: AI customer growth drives total company growth

Metric	FY26	FY30 target	Investor takeaway
AI Customer ARR	$54M	**$100M - $120M**	17–22% FY26–FY30 CAGR target
Total SaaS ARR	$75M	**$100M - $120M**	AI customers represent substantially all SaaS ARR
AI as % of total ARR	72%	**~100%**	Customer mix shifts toward AI adoption
AI Customer revenue	$55M	**$105M - $115M**	AI customer growth becomes more visible
Total revenue	$91M	**$110M - $120M**	Total growth increasingly reflects AI customer growth
AI as % of total revenue	60%	**~95%**	Approximately 95% of revenue from AI customers
SaaS gross margin	79%	**~80%**	Maintain attractive software margins
Adjusted EBITDA margin	15%	**Positive while funding AI growth**	Balance growth investment with positive EBITDA

FY26–FY30 AI Customer ARR CAGR target: 17–22%

Note: Fiscal year ends June 30. AI customer metrics include all SaaS ARR or revenue from qualifying customers. SaaS gross margin and Adjusted EBITDA margin are non-GAAP measures. FY30 figures are targets, not annual guidance.

CAPITAL ALLOCATION

Strong balance sheet funds growth and returns capital

$71.3M cash and equivalents, no debt (Sept. 30, 2026)

$12.5M LTM operating cash flow, a 14% margin

$15.1M returned through repurchases since the start of FY26 (~2.2M shares)

Capital allocation priorities

1. **Invest in AI Knowledge growth**

   Product development and go-to-market to convert category leadership into AI customer ARR.

2. **Maintain liquidity**

   A debt-free balance sheet and significant cash relative to our operating scale.

3. **Return capital opportunistically**

   Discretionary share repurchases under a program authorized up to $60M in aggregate. No dividend planned.

Note: Fiscal year ends June 30. LTM = four quarters ended September 30, 2026. Repurchases: FY26 ~1.6M shares for $11.5M (avg. $7.16); Q1 FY27 ~644,000 shares for $3.6M (avg. $5.64). Future repurchases are discretionary.

Investment case and milestones for execution

1

Enterprise AI needs trusted knowledge

Gartner recognition and customer deployments support eGain's position.

2

Accelerate AI customer growth

FY27 objective: approximately 20% AI Customer ARR growth.

3

Return total revenue to growth

AI customer growth must offset legacy declines. FY30 targets reflect this transition.

4

Fund growth with discipline

$71.3M cash and no debt support investment. Track bookings, margins and cash flow.

eGain

Making AI work for the enterprise

Thank you

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Appendix

LTM financial results, GAAP financials and reconciliations

APPENDIX

GAAP P&L last 5 quarters

$ in thousands	Q126	Q226	Q326	Q426	Q127
AI customer revenue	13,451	13,585	13,881	14,205	14,365
SaaS	21,900	21,799	20,917	20,670	20,842
Professional services	1,608	1,180	1,582	1,480	1,026
Total Revenue	**23,508**	**22,979**	**22,499**	**22,150**	**21,868**
Cost of revenue	5,831	6,172	5,994	6,289	5,948
Gross Profit	**17,677**	**16,807**	**16,505**	**15,861**	**15,920**
Gross Profit %	*75%*	*73%*	*73%*	*72%*	*73%*
Research and development	7,315	7,277	7,566	7,291	7,410
Sales and marketing	4,029	5,174	4,644	5,629	4,774
General and administrative	3,500	2,310	2,287	1,863	2,043
Total Operating Expense	**14,844**	**14,761**	**14,497**	**14,783**	**14,227**
Income From Operations	**2,833**	**2,046**	**2,008**	**1,078**	**1,693**
Interest income, net	462	624	603	561	524
Other income (expense), net	455	(32)	176	(18)	204
EBT	**3,750**	**2,638**	**2,787**	**1,621**	**2,421**
Income for (provision) benefit	(930)	(302)	(371)	(317)	(870)
Net Income	**2,820**	**2,336**	**2,416**	**1,304**	**1,551**

APPENDIX

GAAP to Non-GAAP reconciliation

$ in thousands	Q126	Q226	Q326	Q426	Q127
Gross profit	$17,677	$16,807	$16,505	$15,861	$15,920
Gross profit %	*75%*	*73%*	*73%*	*72%*	*73%*
Stock-based compensation expense	95	133	149	151	153
Non-GAAP gross profit	17,772	16,940	16,654	16,012	16,073
Non-GAAP gross profit %	*76%*	*74%*	*74%*	*72%*	*74%*
Operating income	2,833	2,046	2,008	1,078	1,693
Stock-based compensation expense	523	645	789	845	817
Issuance of common stock warrant for services	1,350	-	-	-	-
Non-GAAP operating income	$4,706	$2,691	$2,797	$1,923	$2,510

APPENDIX

GAAP to Non-GAAP reconciliation

$ in thousands	Q126	Q226	Q326	Q426	Q127
GAAP Cost of SaaS	$4,171	$4,438	$4,532	$4,591	$4,648
Stock-based compensation expense	-	-	-	-	-
Non-GAAP cost of SaaS	$4,171	$4,438	$4,532	$4,591	$4,648
GAAP Cost of professional services	$1,660	$1,734	$1,462	$1,698	$1,300
Stock-based compensation expense	(95)	(133)	(149)	(151)	(153)
Non-GAAP cost of professional services	1,565	$1.601	$1,313	$1,547	$1,147
GAAP research and development	$7,315	$7,277	$7,566	$7,291	$7,410
Stock-based compensation expense	(230)	(313)	(369)	(421)	(385)
Non-GAAP research and development	$7,085	$6,964	$7,197	$6,870	$7,025
GAAP sales and marketing	$4,029	$5,174	$4,644	$5,629	$4,774
Stock-based compensation expense	(111)	(115)	(156)	(178)	(171)
Non-GAAP sales and marketing	$3,918	$5,059	$4,488	$5,451	$4,603
GAAP general and administration	$3,500	$2,310	$2,287	$1,863	$2,043
Stock-based compensation expense	(87)	(84)	(115)	(95)	(108)
Issuance of common stock warrant for services	(1,350)	-	-	-	-
Non-GAAP general and administration	$2,063	$2,226	$2,172	$1,768	$1,935

APPENDIX

GAAP to Non-GAAP reconciliation

$ in thousands	Q126	Q226	Q326	Q426	Q127
GAAP Net income	$2,820	$2,336	$2,416	$1,304	$1,551
Stock-based compensation expense	523	645	789	845	817
Issuance of common stock warrant for services	1,350	-	-	-	-
Valuation allowance	-	-	-	-	-
Non-GAAP Net income	$4,693	$2,981	$3,205	$2,149	$2,368
Severance and related charges	223	501	251	143	75
Depreciation and amortization expense	88	95	102	103	104
Interest income, net	(462)	(624)	(603)	(561)	(524)
Provision for income taxes	930	302	371	317	870
Other (expense) income, net	(455)	32	(176)	18	(204)
Adjusted EBITDA	$5,017	$3,287	$3,150	$2,169	$2,689
Adjusted EBITDA margin	*21%*	*14%*	*14%*	*10%*	*12%*

APPENDIX

Balance sheet

$ in thousands	Sep-30-2026	Jun-30-2026
Current Assets		
Cash and Cash Equivalents	71,304	73,336
Accounts Receivables	17,948	24,391
Prepaid & Other C/A	3,601	4,256
Restricted Cash	-	8
Total Current Assets	**92,853**	**101,991**
Non-Current Assets		
PPE, Net	790	872
Operating lease right-of-use assets	2,203	2,516
Goodwill	13,186	13,186
Other Assets, Net	29,035	29,431
Total Assets	**138,067**	**147,995**

$ in thousands as of:	Sep-30-2026	Jun-30-2026
Current Liabilities		
Accounts Payable	1,657	2,486
Accrued Expenses	9,235	8,877
Operating Lease Liabilities	1,010	1,246
Deferred Revenue	38,838	46,478
Total Current Liabilities	**50,740**	**59,087**
Non-Current Liabilities		
Operating Lease Liabilities, Net of Current	1,445	1,532
Deferred Revenue, Net of Current	1,994	2,062
Other Long-term Liabilities	1,086	1,101
Total Non-Current Liabilities	**4,525**	**4,695**
Shareholders' Equity		
Common Stock	34	34
APIC	417,707	417,032
Treasury Stock	(53,959)	(50,322)
Retained Earnings	(280,980)	(282,531)
Total Shareholders Equity	**82,802**	**84,213**
Total Liabilities & Shareholders Equity	**138,067**	**147,995**