sprinklr

September 2026

Safe Harbor Statement

This presentation may include statements that are not historical facts and are considered forward-looking within the meaning of the Private Securities Litigation Reform Act of 1995, which are usually identified by the use of words such as “anticipate,” “believe,” “estimate,” “expect,” “intend,” “may,” “might,” “plan,” “project,” “will,” “would,” “should,” “could,” “can,” “predict,” “potential,” “target,” “explore,” “continue,” or the negative of these terms, and similar expressions intended to identify forward-looking statements. However, not all forward-looking statements contain these identifying words.

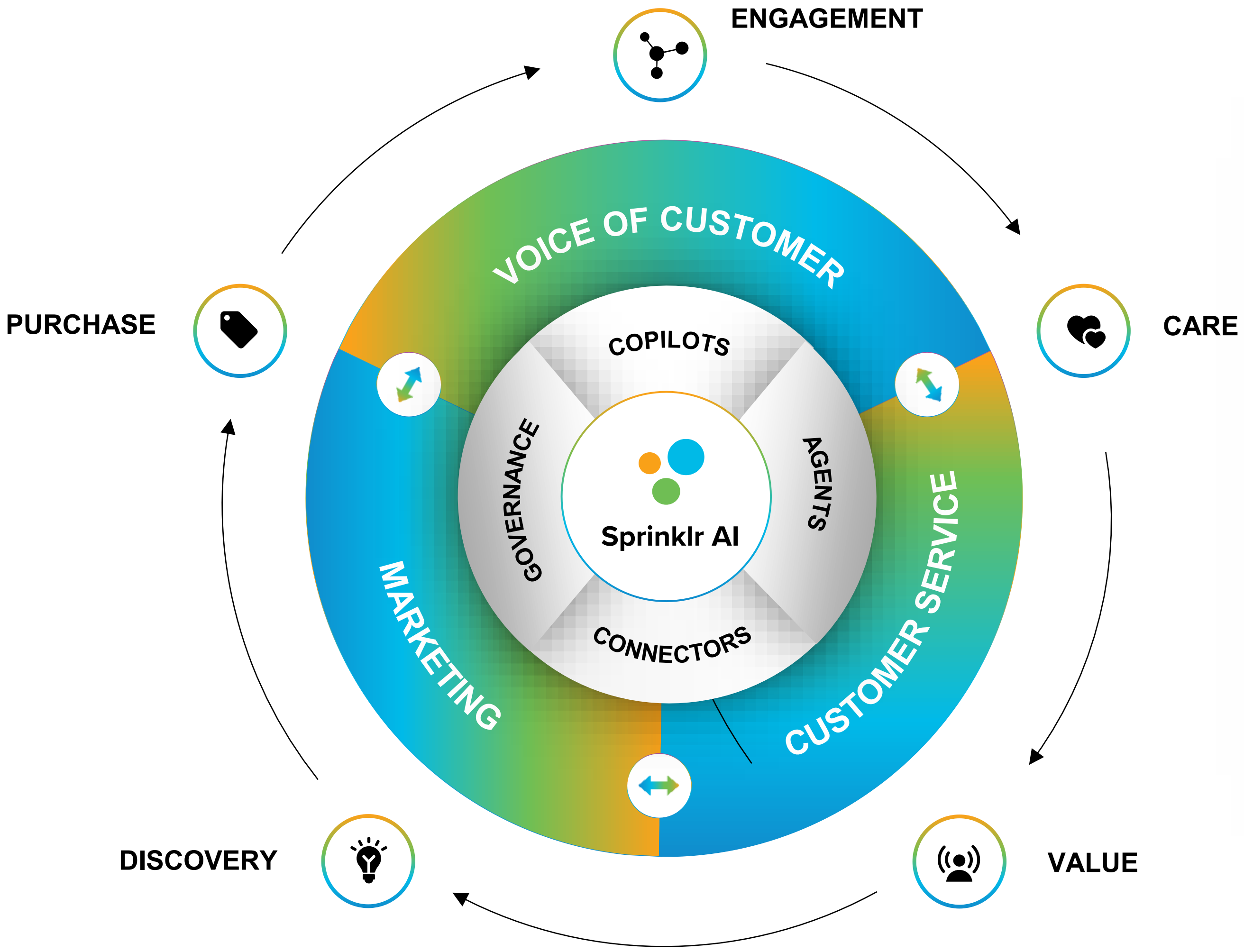
We intend these forward-looking statements to be covered by the safe harbor provisions for forward-looking statements contained in Section 27A of the Securities Act and Section 21E of the Securities Exchange Act and are making this statement for purposes of complying with those safe harbor provisions.

We have based these forward-looking statements largely on our current expectations and projections about future events and trends that we believe may affect our financial condition, results of operations, business strategy and financial needs. These forward-looking statements include, but are not limited to, statements regarding our financial guidance for the third quarter and full year fiscal 2027, our market size and growth strategy, our estimated and projected costs, margins, revenue, expenditures and growth rates, our future results of operations or financial condition, our plans and objectives for future operations, growth, initiatives, or strategies. By their nature, these statements are subject to numerous uncertainties and risks, including factors beyond our control, that could cause actual results, performance or achievement to differ materially and adversely from those anticipated or implied in the statements, including: our historical growth may not be indicative of our future growth; our revenue growth rate has fluctuated in prior periods; our ability to achieve or maintain profitability; we derive the substantial majority of our revenue from subscriptions to our Unified-CXM platform; our ability to manage our growth and organizational change; the market for Unified-CXM solutions is rapidly evolving; our ability to attract new customers in a manner that is cost-effective and assures customer success; our ability to attract and retain customers to use our products; our ability to drive customer subscription renewals and expand our sales to existing customers; our ability to effectively develop platform enhancements, introduce new products or keep pace with technological developments; the market in which we participate is rapidly evolving and our ability to compete effectively; our business and growth depend in part on the success of our strategic relationships with third parties; our ability to develop and maintain successful relationships with partners who provide access to data that enhances our Unified-CXM platform’s artificial intelligence capabilities; the majority of our customer base consists of large enterprises, and we currently generate a significant portion of our revenue from a relatively small number of enterprises; our investments in research and development; our ability to expand our sales and marketing capabilities; our sales cycle with enterprise and international clients can be long and unpredictable; certain of our results of operations and financial metrics may be difficult to predict; our ability to maintain data privacy and data security; we rely on third-party data centers and cloud computing providers; the sufficiency of our cash and cash equivalents to meet our liquidity needs; our ability to comply with modified or new laws and regulations applying to our business; our ability to successfully enter into new markets and manage our international expansion; the attraction and retention of qualified employees and key personnel; our ability to effectively manage our growth and future expenses and maintain our corporate culture; our ability to maintain, protect, and enhance our intellectual property rights; unstable economic, political and market conditions, including as a result of public health crises, fluctuations in inflation and interest and foreign currency rates, the imposition of tariffs in the U.S. and abroad, the recent and any future U.S. government shutdown, or geopolitical actions, such as war and terrorism or the perception that such hostilities may be imminent; and our ability to successfully defend litigation brought against us. Additional risks and uncertainties that could cause actual outcomes and results to differ materially from those contemplated by the forward-looking statements are or will be discussed in our Quarterly Report on Form 10-Q for the quarter ended April 30, 2026, filed with the SEC on June 4, 2026, under the caption “Risk Factors,” and in other filings that we make from time to time with the SEC, including our Quarterly Report on Form 10-Q for the quarter ended July 31, 2026. Any forward-looking statements contained in this presentation are based on assumptions that we believe to be reasonable as of this date. Except as required by law, we assume no obligation to update these forward-looking statements.

This presentation and the accompanying oral presentation also contain estimates and other statistical data made by independent parties and by us relating to market size and growth and other data about our industry. This data involves a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates. In addition, projections, assumptions, and estimates of our future performance and the future performance of the markets in which we compete are necessarily subject to a high degree of uncertainty and risk.

We use certain non-GAAP financial measures in this presentation, including non-GAAP gross profit and non-GAAP gross margin, non-GAAP operating income and non-GAAP operating margin and non-GAAP operating expense. We define these non-GAAP financial measures as the respective U.S. GAAP measures, excluding, as applicable, stock-based compensation expense and related charges; amortization of stock-based compensation expense associated with capitalized internal-use software; amortization of acquired intangible assets; restructuring charges; costs associated with acquisitions; litigation, settlement, and related costs deemed unrelated to our core business operations; facility exit costs; and the estimated tax effect of these non-GAAP adjustments. We believe that it is useful to exclude these items in order to better understand the long-term performance of our core business and to facilitate comparison of our results to those of peer companies over multiple periods. Investors should consider these non-GAAP financial measures in addition to, and not as a substitute for, our financial performance measures prepared in accordance with U.S. GAAP. Further, our non-GAAP information may be different from the non-GAAP information provided by other companies. Please refer to the Appendix and to the tables in our earnings release for a reconciliation of these non-GAAP financial measures to the most directly comparable U.S. GAAP financial measures. We encourage investors to consider our U.S. GAAP results alongside our supplemental non-GAAP measures, and to review the reconciliation between U.S. GAAP results and non-GAAP measures that is included at the end of this presentation.

A Distinctive Unified Platform



Sprinklr is the definitive, AI-native platform for Unified Customer Experience Management (Unified-CXM), empowering brands to deliver extraordinary experiences at scale — across every customer touchpoint

Sprinklr at a Glance

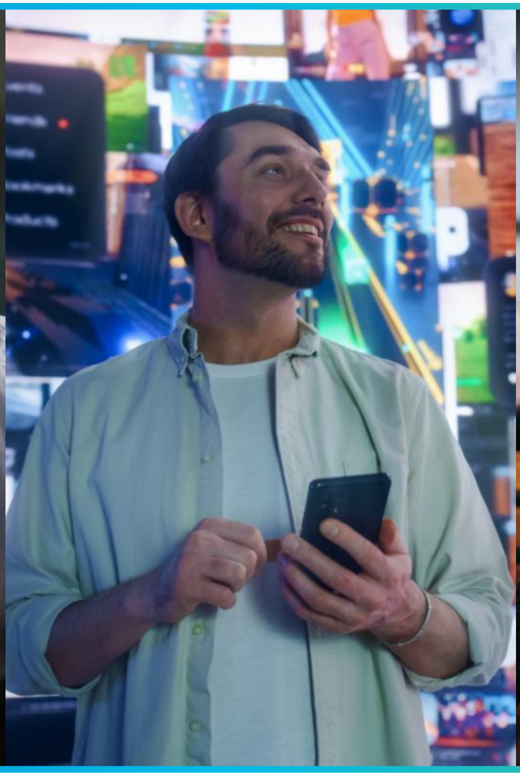
1% **YoY Growth** Q2 Total Revenue	**$1 Billion** **Total RPO**[1]	**74%** **Subscription Margin**[2]
$79M **Free Cash Flow** 1H FY 27	**102%** **Net $ Expansion**[3]	**AI-native** **CXM Platform**

Note: All financial and customer metrics above are as of or for the quarter ended July 31, 2026.
1) Remaining performance obligations ("RPO") represent contrahad not yet been recognized and include deferred revenues and amounts that will be invoiced and recognized in future periods.
2) Subscription margin calculated as subscription revenue less non-GAAP subscription cost of revenue divided by subscription revenue for the quarter ended July 31, 2026.
3) We calculate our net dollar expansion rate by dividing (1) subscription revenue in the trailing 12-month period from those customers who were on our platform during the prior 12-month period by (2) subscription revenue from the same customers in the prior 12-month period. This calculation is net of upsells, contraction, cancellation, or expansion during the period but excludes subscription revenue from new customers.

Five forces shaping customers’ realities

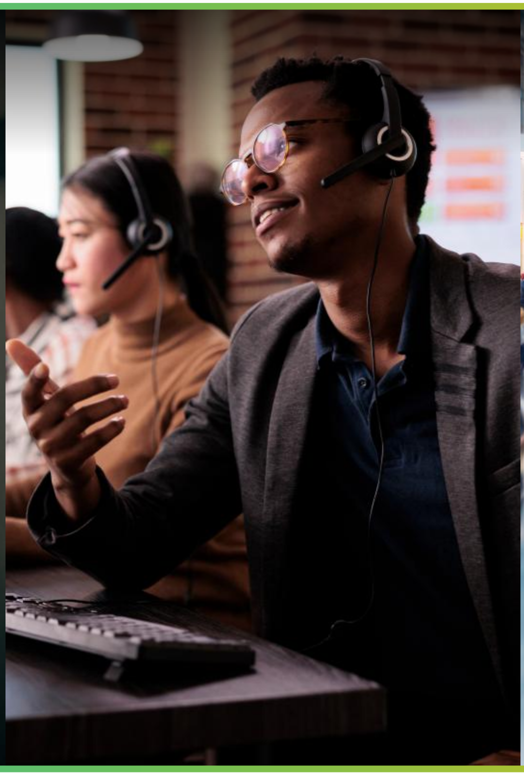
Data rules, but context is the prize

AI opportunity & impact becoming clearer



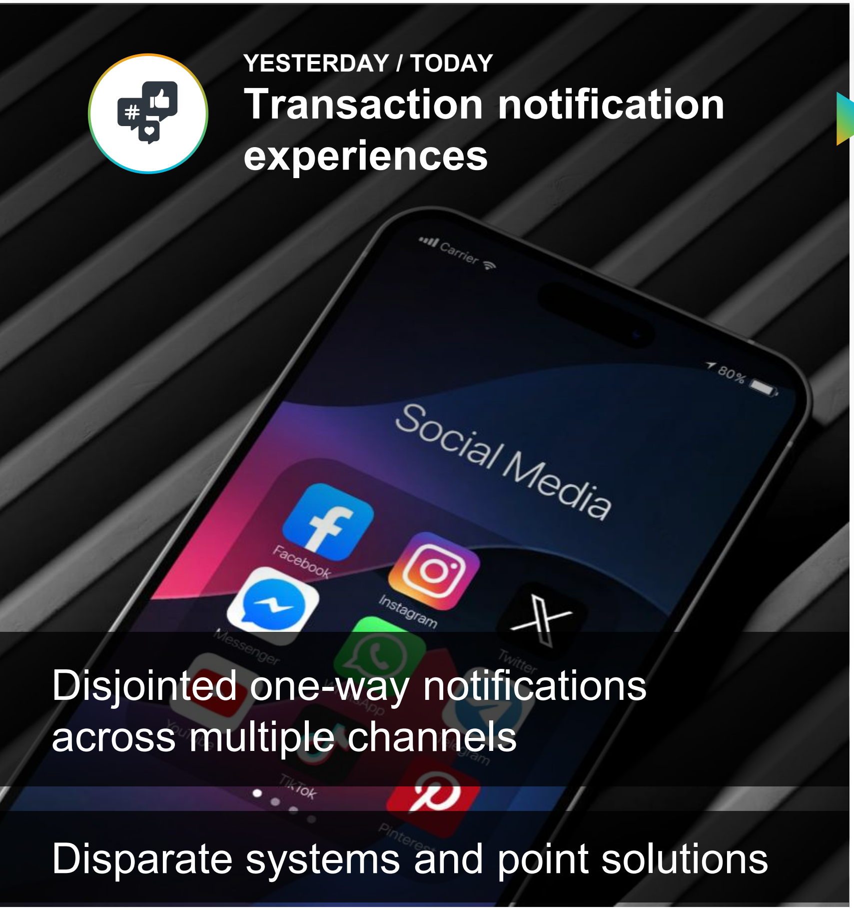
CX Transformation & Consolidation

Systems of record vs. systems of engagement and experience



Global Expansion / Conversational Commerce

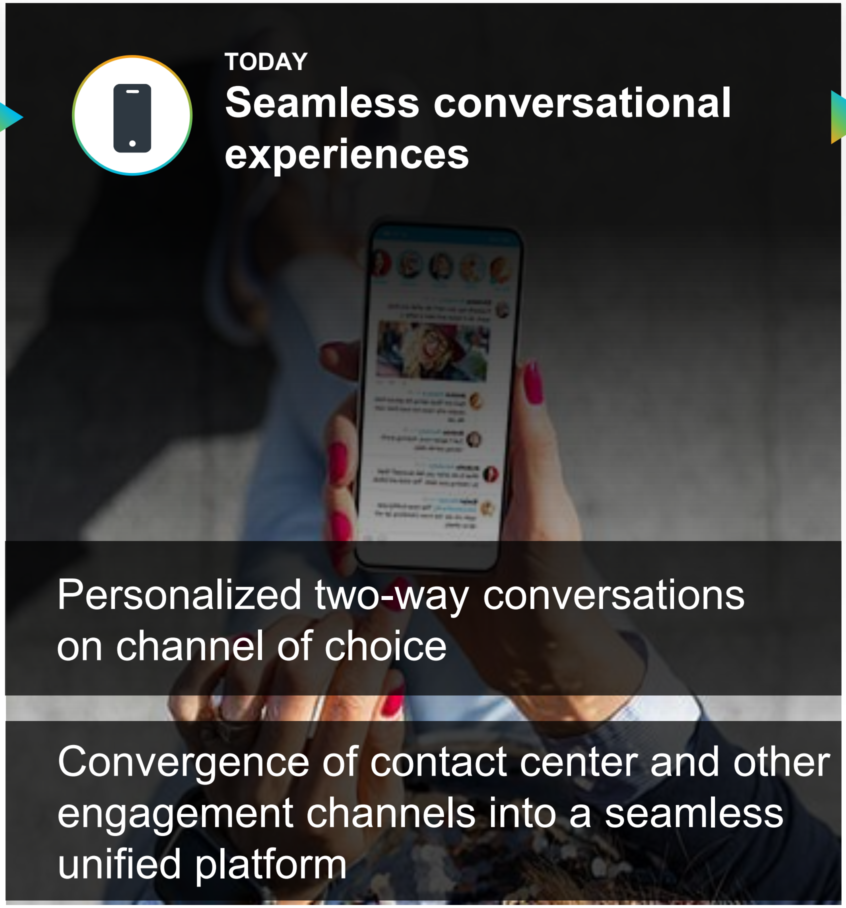
The world is moving from transactional to unified customer experiences



YESTERDAY / TODAY
Transaction notification experiences

Disjointed one-way notifications across multiple channels

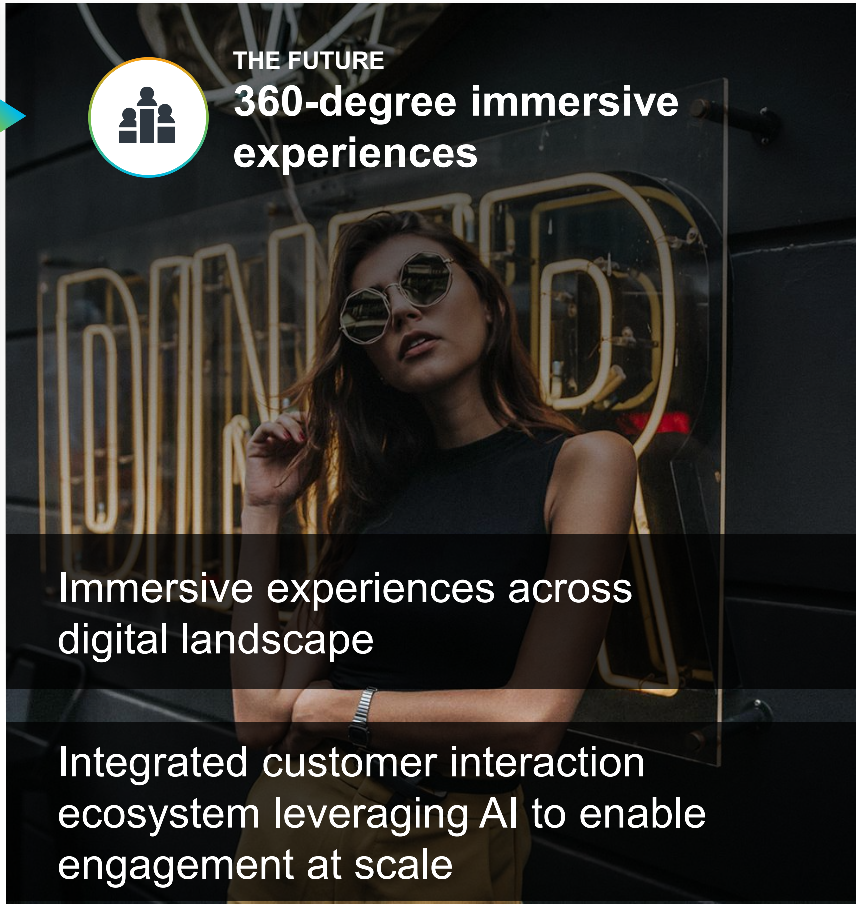
Disparate systems and point solutions



TODAY
Seamless conversational experiences

Personalized two-way conversations on channel of choice

Convergence of contact center and other engagement channels into a seamless unified platform



THE FUTURE
360-degree immersive experiences

Immersive experiences across digital landscape

Integrated customer interaction ecosystem leveraging AI to enable engagement at scale

SPRINKLR CAPABILITIES

Social Listening → **Unified CX Platform**

Core Differentiators. Competitive Moat.

PLATFORM

True Omni-Channel Communications Engine

Centralized Governance across Markets and Business Units

Unified Front-Office Architecture across Customer-Facing Functions

AI

Sophisticated, Proprietary and Customized AI Models

Most Comprehensive Dataset for Training

Five Years of Annotation, Optimization and Feedback for Experience Data

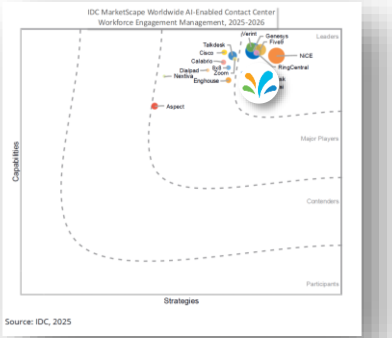
CUSTOMER ROI

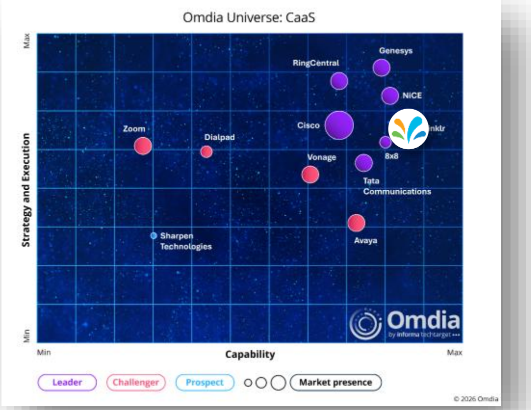
Increased Revenue

Decreased Costs

Mitigated Risks

The Analyst View





IDC
MarketScape: AI-Enabled CC WEM Platforms
LEADER
Sprinklr Service
December 2025

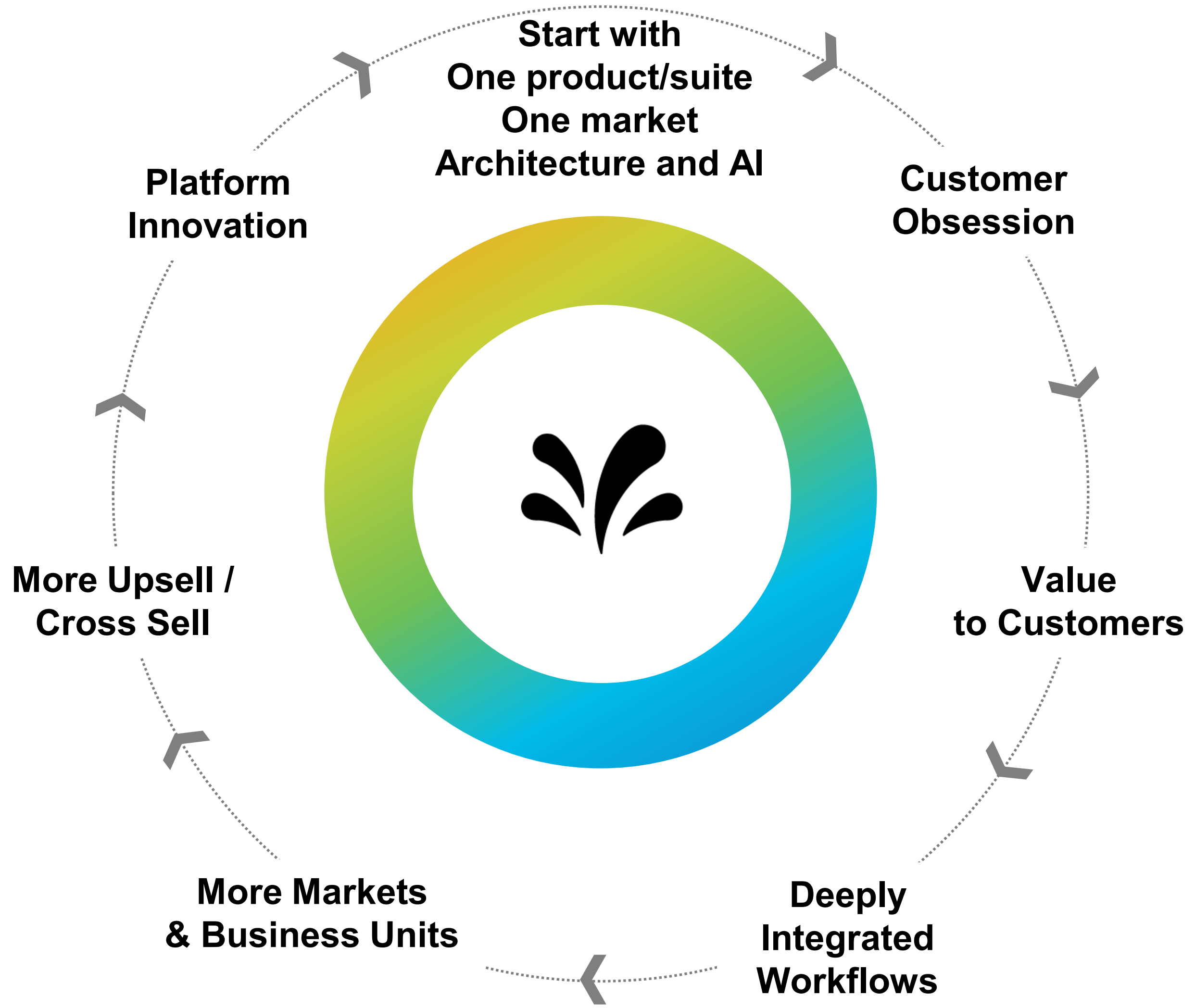
Gartner
Magic Quadrant for Voice of the Customer Platforms
LEADER
Sprinklr Insights
February 2026

ISG
Customer Experience Management Buyers Guide
EXEMPLARY
Sprinklr Unified-CXM
April 2026

Gartner
Magic Quadrant for Social Media Marketing and Listening
LEADER
Sprinklr Social
July 2026

Omdia
Universe for Contact Center as a Service
LEADER
Sprinklr Service
August 2026

Growth Flywheel:
Powered by Architecture, AI and Customer Obsession



Select Q2 FY 27 Customer Wins

FIVE GUYS

MSCI

SONY

Dana-Farber Cancer Institute

ING

mazda

GoDaddy

C3.ai

Volleyball World

HAVAS

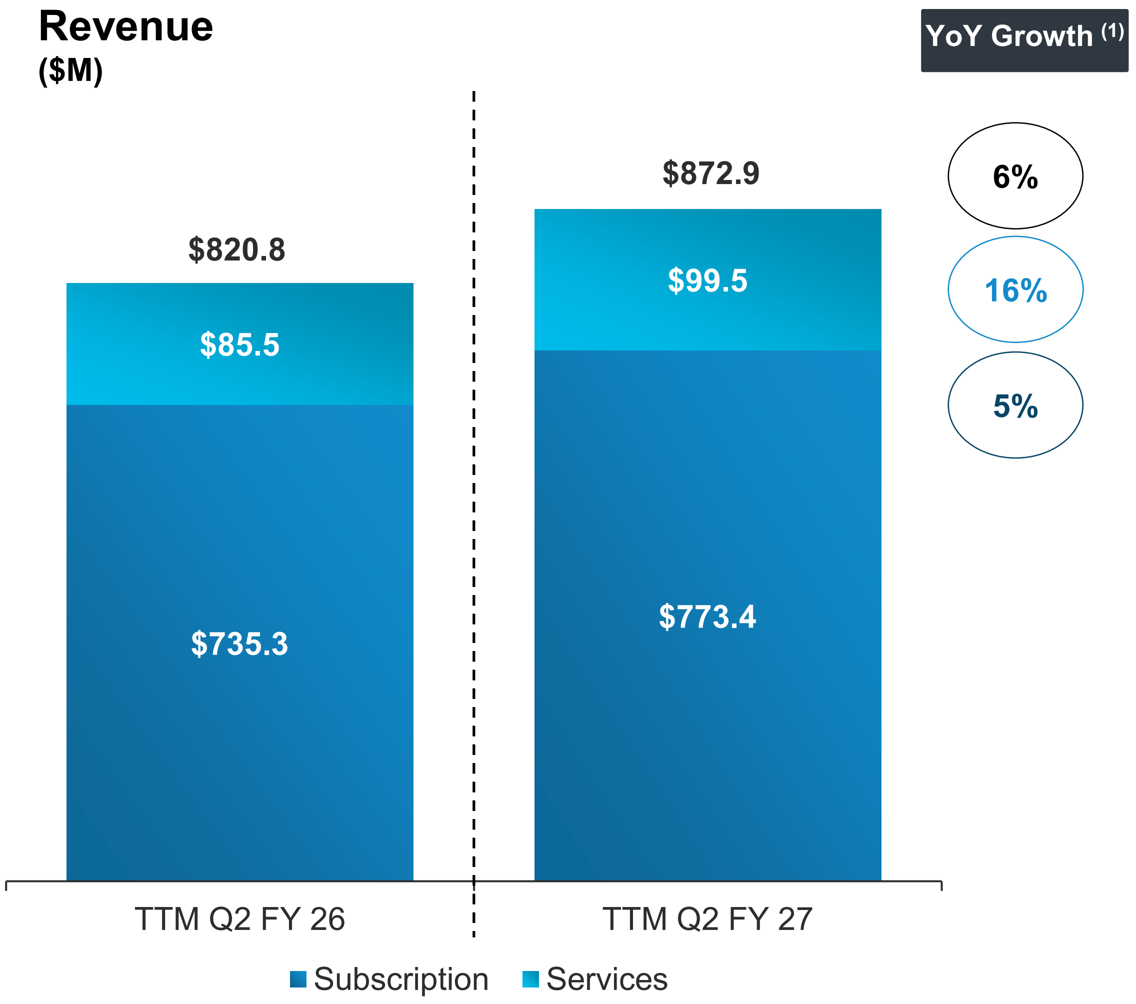
KROLL

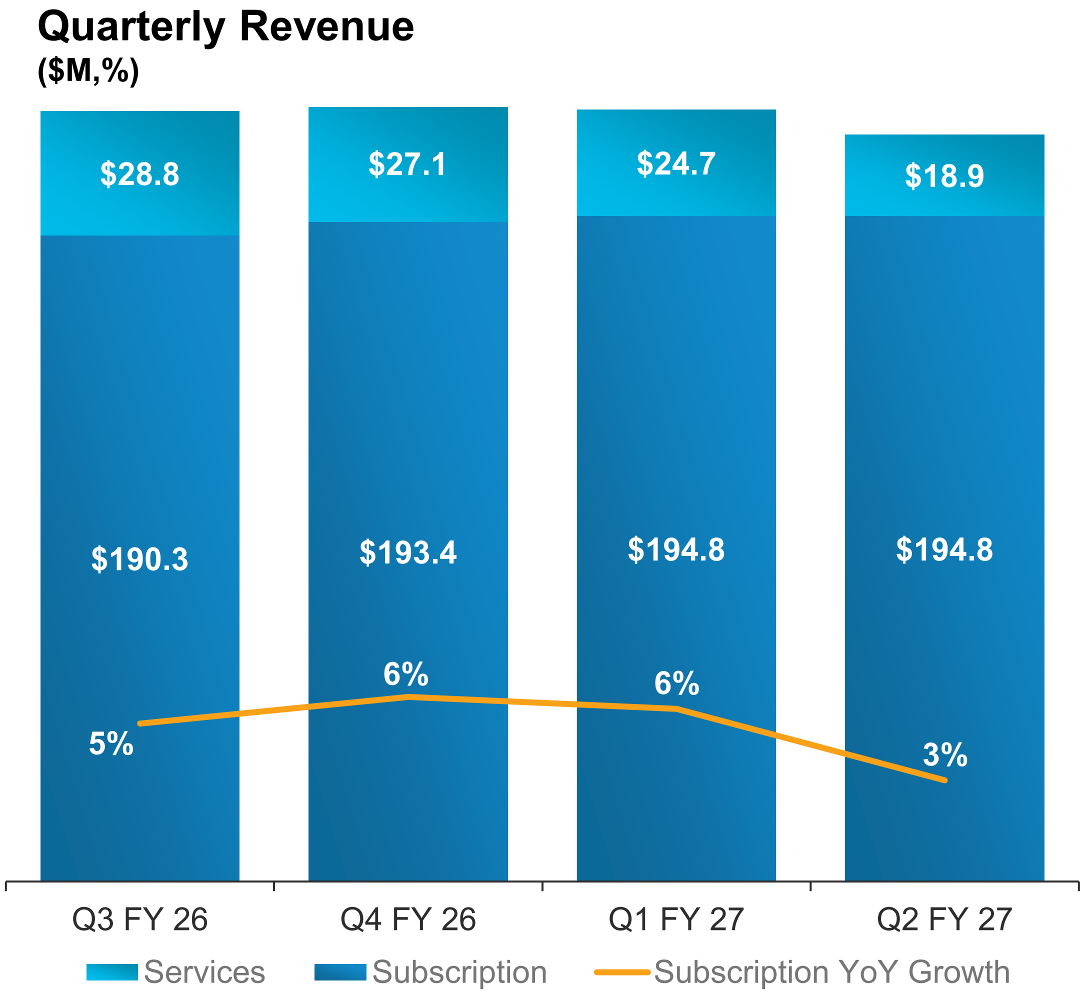
NAVY FEDERAL CREDIT UNION

Fanatics

TransUnion

Revenue at Scale

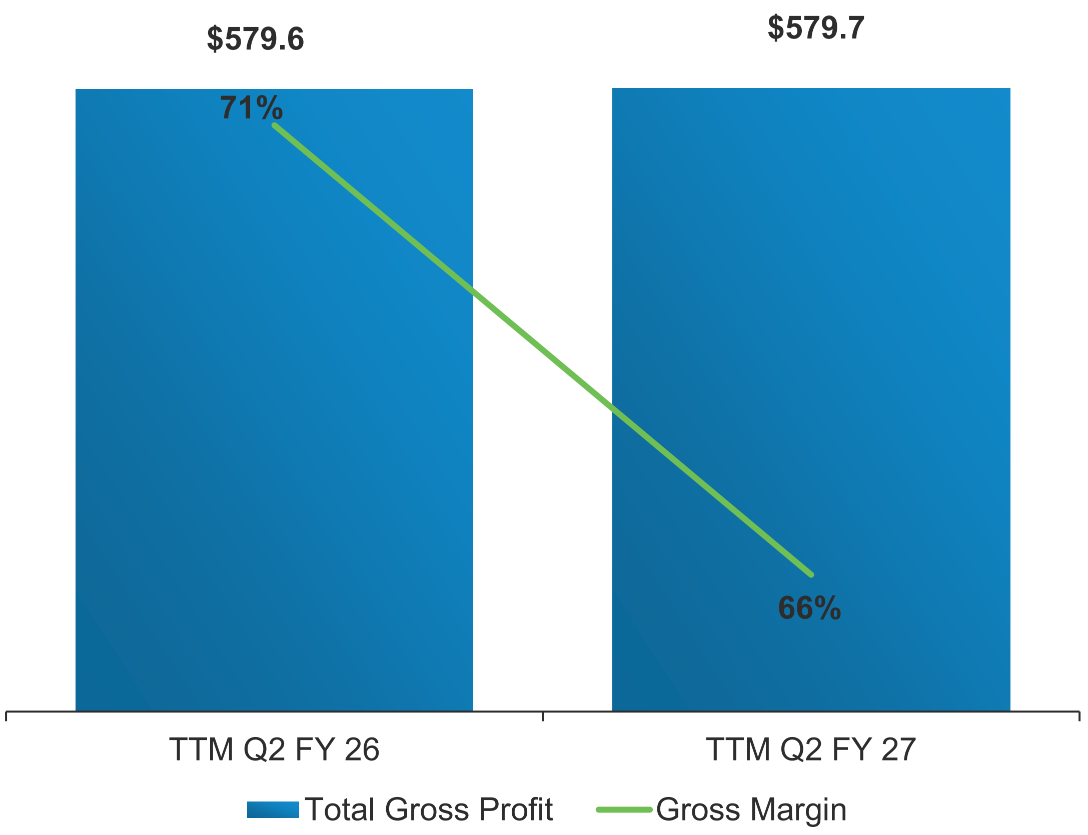




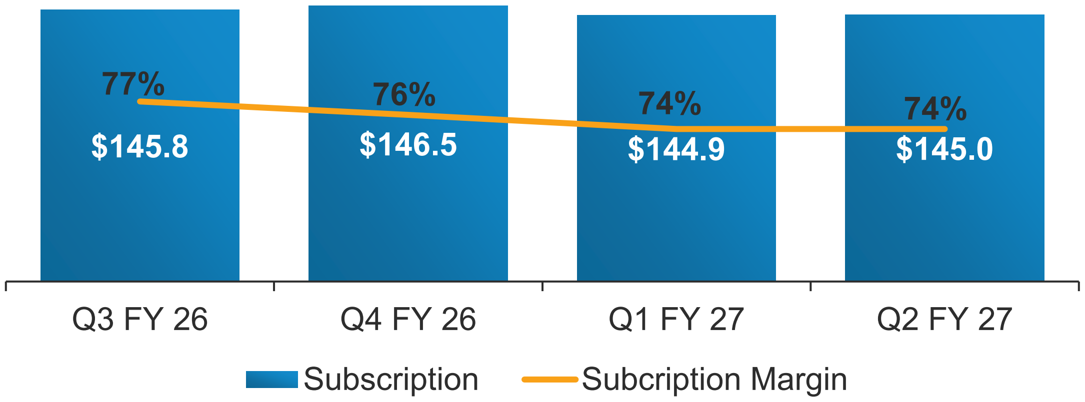
(1) For the trailing twelve months ended July 31, 2026, and July 31, 2025.

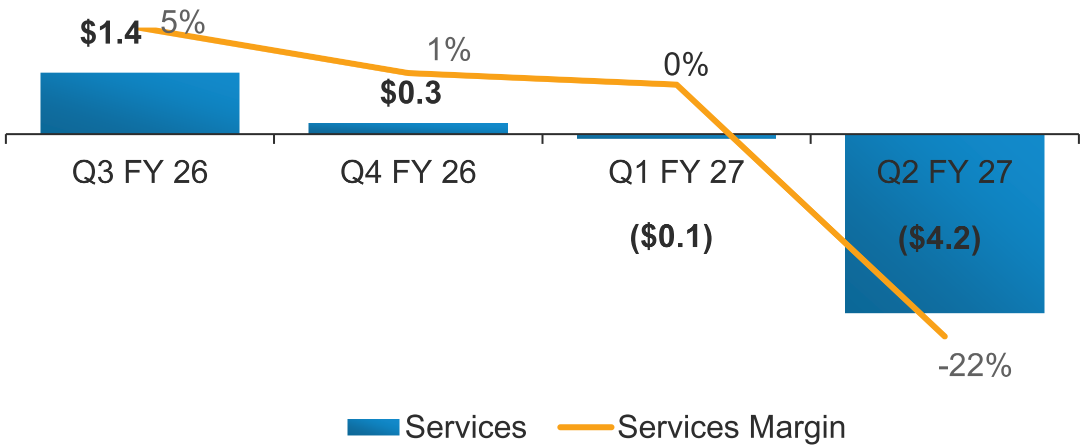
Margin Profile

Total Gross Profit & Margins (1)
($M, %)



Quarterly Gross Profit & Margins
($M, %)

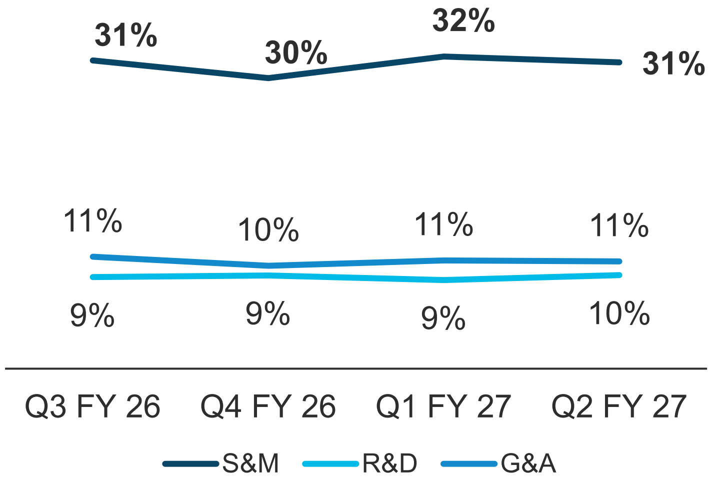




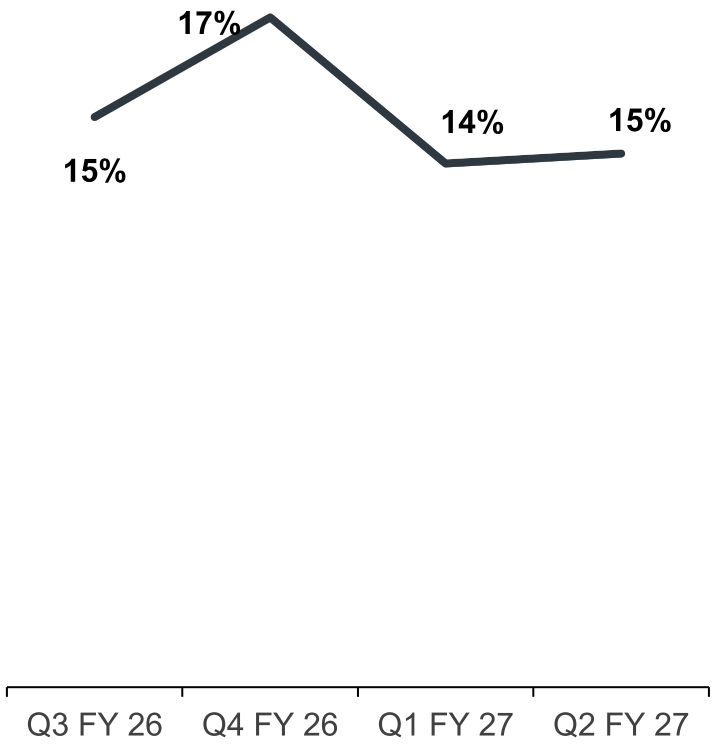
Note: Figures represented here are non-GAAP financial measures. Please reference the supplementary materials for reconciliation of GAAP to Non-GAAP financial measures.
(1) Includes employer payroll tax related to stock-based compensation expense for the LTM ended July 31, 2026, and July 31, 2025.

Margin Profile / Strong Balance Sheet

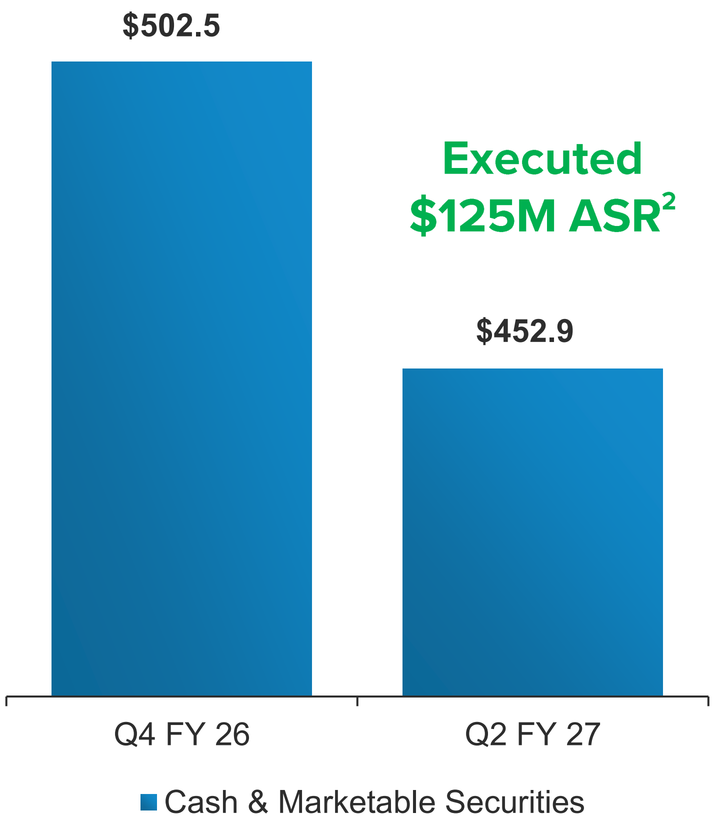
Operating Expenses
(% of Revenue)



Operating Margin[1]
(% of Revenue)



Cash & Marketable Securities
($M)



Note: Figures represented here are non-GAAP financial measures.
1) Includes $0.3 million of employer payroll tax related to stock-based compensation expense and restructuring charges for the three months ended July 31, 2026.
2) Announced and executed $125 million Accelerated Share Repurchase in Q1 FY 27.

Guidance Summary

Q3 FY 2027	Guidance	Change YoY at Midpoint
Subscription Revenue	$196.0M - $197.0M	3%
Total Revenue	$215.0M - $216.0M	(2%)
Non-GAAP Operating Income	$33.5M - $34.5M	1%
Non-GAAP Net Income per diluted share	~$0.11	(8%)

Full-Year Fiscal 2027	Guidance	Change YoY at Midpoint
Subscription Revenue	$782.5M - $784.5M	4%
Total Revenue	$866.5M - $868.5M	1%
Non-GAAP Operating Income	$139.0M - $141.0M	(4%)
Non-GAAP Net Income per diluted share	~$0.47	(4%)

Note: Non-GAAP net income per share assumes 239 million diluted weighted average shares outstanding for Q3 FY2027 and 240 million diluted weighted average shares outstanding for the full year FY2027.

Appendix

GAAP to Non-GAAP Reconciliation – Gross Profit/Margin

($K)	Last Twelve Months Ended July 31, 2026	Last Twelve Months Ended July 30, 2025
Revenue:		
Subscription Revenue	$773,373	$735,301
Professional Services Revenue	99,509	85,467
Total Revenue	872,882	820,768
Non-GAAP Gross profit:		
Gross profit	572,534	574,062
Stock-based compensation expense and related charges	4,616	3,052
Amortization of stock-based compensation expense – capitalized internal-use software	2,524	2,526
Non-GAAP gross profit	**$579,674**	**$579,640**
Non-GAAP gross margin	*66%*	*71%*

GAAP to Non-GAAP Reconciliation – Gross Profit/Margin

($K)	Three Months Ended July 31, 2026	Three Months Ended April 30, 2026	Three Months Ended January 31, 2026	Three Months Ended October 31, 2025
Subscription Revenue	$194,845	$194,789	$193,444	$190,295
Non-GAAP subscription gross profit:				
Subscription gross profit	143,965	143,935	145,573	144,895
Stock-based compensation expense and related charges	392	354	329	315
Amortization of stock-based compensation expense – capitalized internal-use software	632	637	628	627
Non-GAAP Subscription gross profit	**$144,989**	**$144,926**	**$146,530**	**$145,837**
Non-GAAP Subscription gross margin	*74%*	*74%*	*76%*	*77%*

GAAP to Non-GAAP Reconciliation – Gross Profit/Margin

($K)	Three Months Ended July 31, 2026	Three Months Ended April 30, 2026	Three Months Ended January 31, 2026	Three Months Ended October 31, 2025
Professional Services Revenue	$18,898	$24,690	$27,148	$28,773
Non-GAAP services gross profit:				
Services gross (loss) profit	(4,774)	(904)	(747)	591
Stock-based compensation expense and related charges	582	798	998	848
Non-GAAP Professional Services gross (loss) profit	**($4,192)**	**($106)**	**$251**	**$1,439**
Non-GAAP Professional Services gross margin	*(22%)*	*0%*	*1%*	*5%*

GAAP to Non-GAAP Reconciliation – Operating Margin

($K)	Three Months Ended July 31, 2026	Three Months Ended April 30, 2026	Three Months Ended January 31, 2026	Three Months Ended October 31, 2025
Revenue	$213,743	$219,479	$220,592	$219,068
Non-GAAP operating margin:				
Operating income	9,957	10,609	14,171	11,551
Stock-based compensation expense and related charges	20,685	20,495	21,750	20,575
Amortization of stock-based compensation expense – capitalized internal-use software	632	637	628	627
Non-recurring litigation costs	172	648	259	232
Acquisition-related charges	281	-	-	-
Restructuring costs	(428)	(654)	926	530
Non-GAAP operating income	**$31,299**	**$31,735**	**$37,734**	**$33,515**
Non-GAAP operating margin	*15%*	*14%*	*17%*	*15%*

GAAP to Non-GAAP Reconciliation – Research & Development

($K)	Three Months Ended July 31, 2026	Three Months Ended April 30, 2026	Three Months Ended January 31, 2026	Three Months Ended October 31, 2025
Revenue	$213,743	$219,479	$220,592	$219,068
R&D Operating Expense as % of Revenue:				
Research & Development Expense	24,434	23,360	25,321	24,707
Less: Stock-based compensation expense and related charges	4,060	4,206	4,412	4,352
Non-GAAP R&D expense	**$20,374**	**$19,154**	**$20,909**	**$20,355**
Non-GAAP R&D Operating Expense as % of Revenue	*10%*	*9%*	*9%*	*9%*

GAAP to Non-GAAP Reconciliation – Sales & Marketing

($K)	Three Months Ended July 31, 2026	Three Months Ended April 30, 2026	Three Months Ended January 31, 2026	Three Months Ended October 31, 2025
Revenue	$213,743	$219,479	$220,592	$219,068
S&M Operating Expense as % of Revenue:				
Sales & Marketing Expense	70,926	74,931	70,974	75,011
Less: Stock-based compensation expense and related charges	4,627	5,055	5,877	6,500
Non-GAAP S&M expense	**$66,299**	**$69,876**	**$65,097**	**$68,511**
S&M Operating Expense as % of Revenue	*31%*	*32%*	*30%*	*31%*

GAAP to Non-GAAP Reconciliation – General & Admin.

($K)	Three Months Ended July 31, 2026	Three Months Ended April 30, 2026	Three Months Ended January 31, 2026	Three Months Ended October 31, 2025
Revenue	$213,743	$219,479	$220,592	$219,068
G&A Operating Expense as % of Revenue:				
General & Administrative Expense	34,302	34,785	33,434	33,687
Less: Stock-based compensation expense and related charges	11,024	10,082	10,134	8,560
Less: Acquisition-related charges	281	-	-	-
Less: Non-recurring litigation costs	172	648	259	232
Non-GAAP G&A expense	**$22,825**	**$24,055**	**$23,041**	**$24,895**
Non-GAAP G&A Operating Expense as % of Revenue	*11%*	*11%*	*10%*	*11%*

TTM Revenue and Calculated Billings Summary

($K)	Q3 FY 26 A	Q4 FY 26 A	Q1 FY 27 A	Q2 FY 27 A	TTM
Total Revenue[1]	**$219,068**	**$220,592**	**$219,479**	**$213,743**	**$872,882**
% of Total [1]	*25%*	*25%*	*25%*	*24%*	*100%*
Calculated Billings [1,2]	**$158,354**	**$317,390**	**$212,472**	**$183,465**	**$871,681**
% of Total [1]	*18%*	*36%*	*24%*	*21%*	*100%*

[1] Numbers may not foot due to rounding.
[2] Calculated Billings defined as Total Revenue for the quarter plus the sequential change in Total Deferred Revenue.

RPO and cRPO Summary

($M)	Q3 FY 26 A	Q4 FY 26 A	Q1 FY 27 A	Q2 FY 27 A
Total RPO	$857.6	$986.5	$1,038.5	$1,026.8
cRPO	$562.2	$618.8	$627.1	$614.1

Free Cash Flow

($K)	Three Months Ended July 31, 2026
Net cash provided by operating activities	$18,170
Purchase of property and equipment	(373)
Capitalized internal-use software	(4,679)
Free cash flow	**$13,118**
Free cash flow margin	6%

Thank You