

Welcome to our Seminar

Empowering the Future of Housing



Making it Easy to work **Securely, Anywhere, Anytime**



What's New In Microsoft 365 Copilot

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“ Making it easy to work securely anywhere, anytime ”

In this session:

Microsoft 365 Copilot



Explore the latest innovations that boost productivity and creativity

Copilot Agents



Learn how Copilot Agents bring tailored AI experiences to life

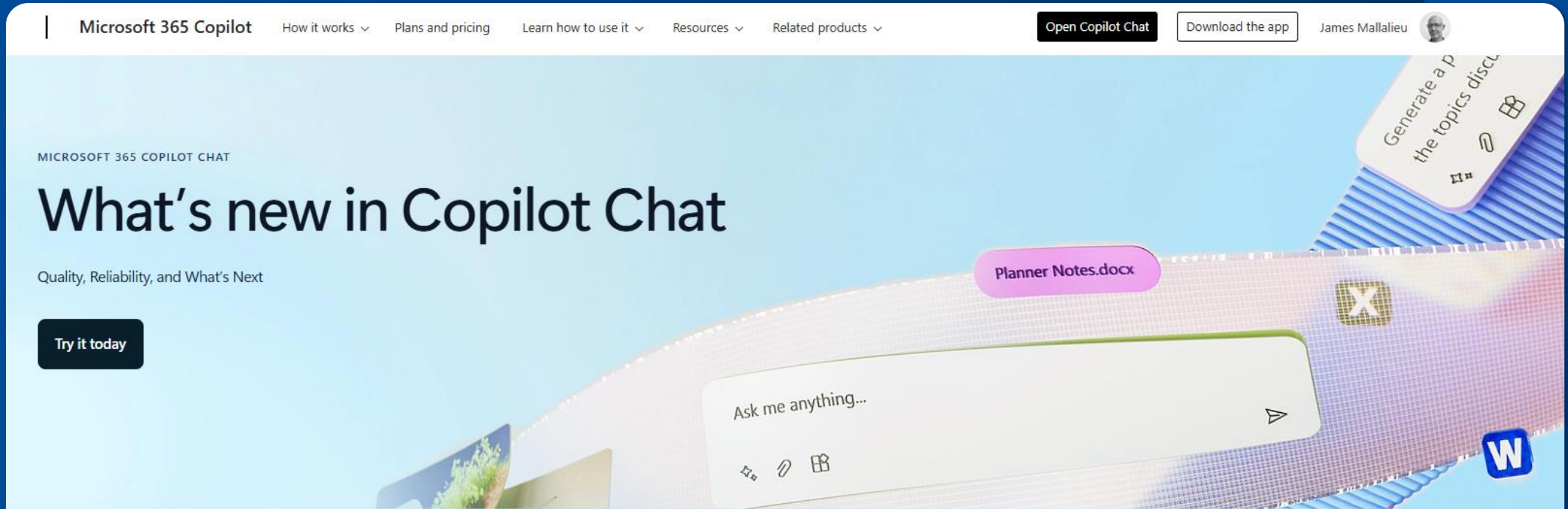
Copilot Control System



Understand how the Copilot Control System safeguards your data and enforces compliance

Copilot Chat Quality Roadmap

<https://www.microsoft.com/en-us/microsoft-365/roadmap/copilotchat>



Copilot Chat Quality Roadmap

We're listening to your feedback and learning from how Copilot Chat is used every day. This roadmap highlights the improvements we're making to deliver a more intelligent, dependable, and productive experience. Each month, we share what's new and what's improved, so Copilot Chat gets better, easier, and more reliable for you.

Features shown here are available at no additional cost to users with a [qualifying Microsoft 365 or Office 365 license](#). If you have Microsoft 365 Copilot, you'll get all these updates plus additional features—visit the [Microsoft 365 Public Roadmap](#) to get the latest updates.

The information on this web page reflects Microsoft's current product plans and is subject to change without notice. It does not represent a commitment by Microsoft, and features or timelines may change. Licensing details are not final, and no warranties are provided.

Microsoft 365 Copilot Agents

AI-powered assistants that automate tasks, provide insights, and integrate with apps and data across your organisation

Microsoft Agents



Built-in Agents

First-party, purpose-built assistants embedded in Copilot and SharePoint

Frontier Agents

Experimental AI-powered assistants

Agentic Users

AI-powered agents with first-class enterprise identities

Custom Agents



Declarative Agents (Shared)

Copilot Studio Lite/Full (end users)

SharePoint Agents

SharePoint (end users)

Custom Engine Agents

Copilot Studio Full (makers/pro)

3rd Party Agents



Jira cloud

monday.com

Asana

...

Built-in Agents

Example agents included within the Copilot licence



Analyst

Perform complex data analysis over files in a variety of formats



App Builder (Frontier)

Transform your idea into an app. No coding required.



Career Coach

Elevate your career with Career Coach



Idea Coach

Plan and navigate the brainstorming process



Learning Coach

Unlock your potential with Learning Coach



Microsoft 365 Admin

Use AI to help you manage Microsoft 365.



Researcher

With Researcher, now every employee has access to expertise on-demand.



Skills (Frontier)

Find experts, areas to upskill, and more



Surveys

Surveys agent automates survey creation, distribution, and analysis.



Viva Goals

Achieve purpose and alignment with Microsoft Viva Goals



Workflows (Frontier)

Build agent flows with natural language, no code needed.



Writing Coach

Take your writing to the next level with Writing Coach

Copilot Control System

Microsoft's governance and management framework for Microsoft 365 Copilot and agents



Copilot + Agents



Security and Governance

Data Security
AI Security
Compliance and Privacy



Management Controls

Licensing and Metering
Agent Lifecycle
Customization



Measurement and Reporting

Readiness and Adoption
Productivity Impact
Business Value and ROI

Agent sharing

Enables AI admins to transfer ownership of shared agents

Settings

User access **Data access** Copilot actions Other settings

Manage how Copilot securely retrieves and handles information.

Name

 Web search for Microsoft 365 Copilot and Microsoft 365 Copilot Chat


 Recommendations for Microsoft 365 Copilot licensing

 People Skills in Microsoft 365 Copilot

 Data security and compliance

 Copilot in Power Platform and Dynamics 365

 AI providers for other large language models

 Agents

Agents

Choose who can access agents

- All users
- No users
- Specific users/groups

Search for users or groups to add

Choose who has permission to share agents with your entire organization [i](#)

Users can only share agents that they have access to.








- Allow all users to share with anyone in the organization
- No users can share with anyone in the organization, but can choose who they share agents with
- Allow specific groups of users to share with anyone in the organization

Search for users or groups to add

Agent ownership reassignment

Enables AI admins to transfer ownership of shared agents

Refresh Export to Excel Upload custom agent Manage pinned agents 25 items Search

Name	Type	Availability	Supported in
 SoW Builder The Statement of Work Assistant Builder Agent ...	Shared	✓ All users	Copilot
 Job Description Agent The Job Description Agent helps HR teams and ...	Shared	✓ All users	Copilot
 Customer Insights Assistant An agent designed to help the team get to kno...	⋮ Delete Block Assign new owner	✓ All users	Copilot
 Agent Crafter The Agent Crafter is designed to assist users in ...		✓ All users	Copilot
 Meeting Audit Agent Help employees stay informed, productive, and ...	Shared	✓ All users	Copilot Teams
 Meeting Summariser (Dec Agent) Help employees stay informed, productive, and ...	Shared	✓ All users	Copilot Teams
 Chess Terms and Conditions This agent assists users by answering specific q...	Shared	✓ All users	Copilot

Copilot Credits

Pay for your AI experiences with Copilot credits

Agent Feature	M365 Copilot Chat	M365 Copilot
Discover pre-built agents in the Agent Store	●	●
Use agents grounded in web data	●	●
Use agents grounded in work data and SharePoint agents	▲	●
Use pre-built Microsoft agents: Facilitator, App Builder, Workflow, Employee, People, Surveys		●
Use Advanced reasoning agents: Researcher and Analyst		●
Use agents that activate based on events (e.g. incoming email)	▲	▲
Use agents on non-Microsoft Surfaces (e.g. web sites, Enterprise apps)	▲	▲
Use prompts, AI functions or AI models within apps or cloud flows (Power Platform)	▲	▲

AI Builder Credits (Power Platform)

Microsoft has announced a progressive end of AI Builder credits

Currently AI features consume “AI Builder Credits”

AI Builder Credits purchased via capacity packs/premium licenses

By Nov 2025 support for “AI Builder Credits” will end

AI features will now consume Copilot Credits (single currency)

<https://learn.microsoft.com/en-us/ai-builder/message-management>

← Manage capacity

Copilot Prepaid Testing Preprod
Environment type: Production

Allocate capacity
Select how much capacity to allocate from what's available in the tenant.

Messages
785 / 500 consumed

500

103135 / 125000 available from tenant

Capacity overages
Select how you'd like to manage when capacity reaches zero in this environment.

Draw from the available capacity in my tenant

Bill to my pay-as-you-go-billing plan

Select a billing plan

Now there are 3 ways to buy Copilot Credits

Copilot Credits are the universal currency to monetize agent usage across Microsoft Copilot Studio, Dynamics 365 first-party agents, and Copilot Chat¹.

Pay-as-you-go (PAYG)

Ideal For	<i>Customers with no prior usage history</i>
Price	✓ \$0.01/message
Purchase Construct	✓ Pay-as-you-go (Monthly in arrear)
Where to Purchase	✓ Transacted in Azure Portal (requires an Azure subscription)
MACC Eligibility	✓ Eligible

Copilot Credit capacity packs (MCS License)

Ideal For	<i>Customers with steady, predictable usage</i>
Price	✓ \$200 per pack ² /month/tenant
Purchase Construct	✓ License subscription (upfront)
Where to Purchase	✓ Purchased in Microsoft 365 Admin Center (MAC)
MACC Eligibility	✗ Not Eligible

[NEW] Pre Purchase Plan (P3)

Ideal For	<i>Customers with larger or variable demand</i>
Price	✓ Built-in tiered volume discount depending on the tier
Purchase Construct	✓ One-time Azure purchase (paid upfront)
Where to Purchase	✓ Purchased in Azure Portal (requires an Azure subscription)
MACC Eligibility	✓ Eligible

¹ Microsoft reserves the right to update Copilot Credit eligible products.
² 25,000 Copilot Credits per pack.



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Copilot Credits Usage Report

Manage metered consumption costs for Copilot chat users

Copilot credits PREVIEW

This report applies to metered experiences in Microsoft 365 Copilot Chat. [Learn more about message consumption](#)

ⓘ Copilot credit metrics will be available in this report starting on MM/DD/YYYY.

Filters: Periods: Past 30 days (Feb 4, 2025 - Mar 6, 2025) ▾

Credits used
60,000

Credits used

Cumulative & daily trends

Cumulative Daily

The number of credits used for the selected period. [See metric definition](#)



■ Credits used

Credit usage details

Users Agents Billing policies Users & agents

ⓘ Refresh the page to view the most up-to-date data for today. ×

Export 100 items

Username ⓘ	Display name ⓘ	Past 7 days	Past 30 days	Last activity date (UTC) ⓘ
DC8C35EC3A3AA13435SDA4F45FG	C65E8D8AFA0DAB9639EDFAAE94AFE66	5	3,897	Wednesday, 12 February 2025
DC8C35EC3A3AA13435SDA4Q45F2	8DD7792B2FBC5C74FCA678CC9523A6E4	2	9,987	Monday, 13 January 2025

Session summary:

Microsoft 365 Copilot



Explore the latest innovations that boost productivity and creativity

Copilot Agents



Learn how Copilot Agents bring tailored AI experiences to life

Copilot Control System



Understand how the Copilot Control System safeguards your data and enforces compliance

AI Accelerators: Ready, Set, Copilot!

Quickly enable secure and effective use of AI within your organisation to enable your people to supercharge their productivity

Basic

- Identify users & scenarios
- Review pre-requisites
- Enable Copilot
- Expert-led online training x 4

£2K*

recommended for up to 5 people

Standard

- Identify users & scenarios
- Review pre-requisites
- Data readiness assessment
- Enable Copilot
- Expert-led online training x 10

£5K*

Recommended for up to 10 people

Premium

- Identify users & scenarios
- Review pre-requisites
- Data readiness assessment
- Enable Copilot
- Expert-led online training x 15
- Create an AI agent
- Usage insights & reporting

£7.5K*

Recommended for up to 25 people

*Excludes purchase of Microsoft 365 Copilot licences



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