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Core M365
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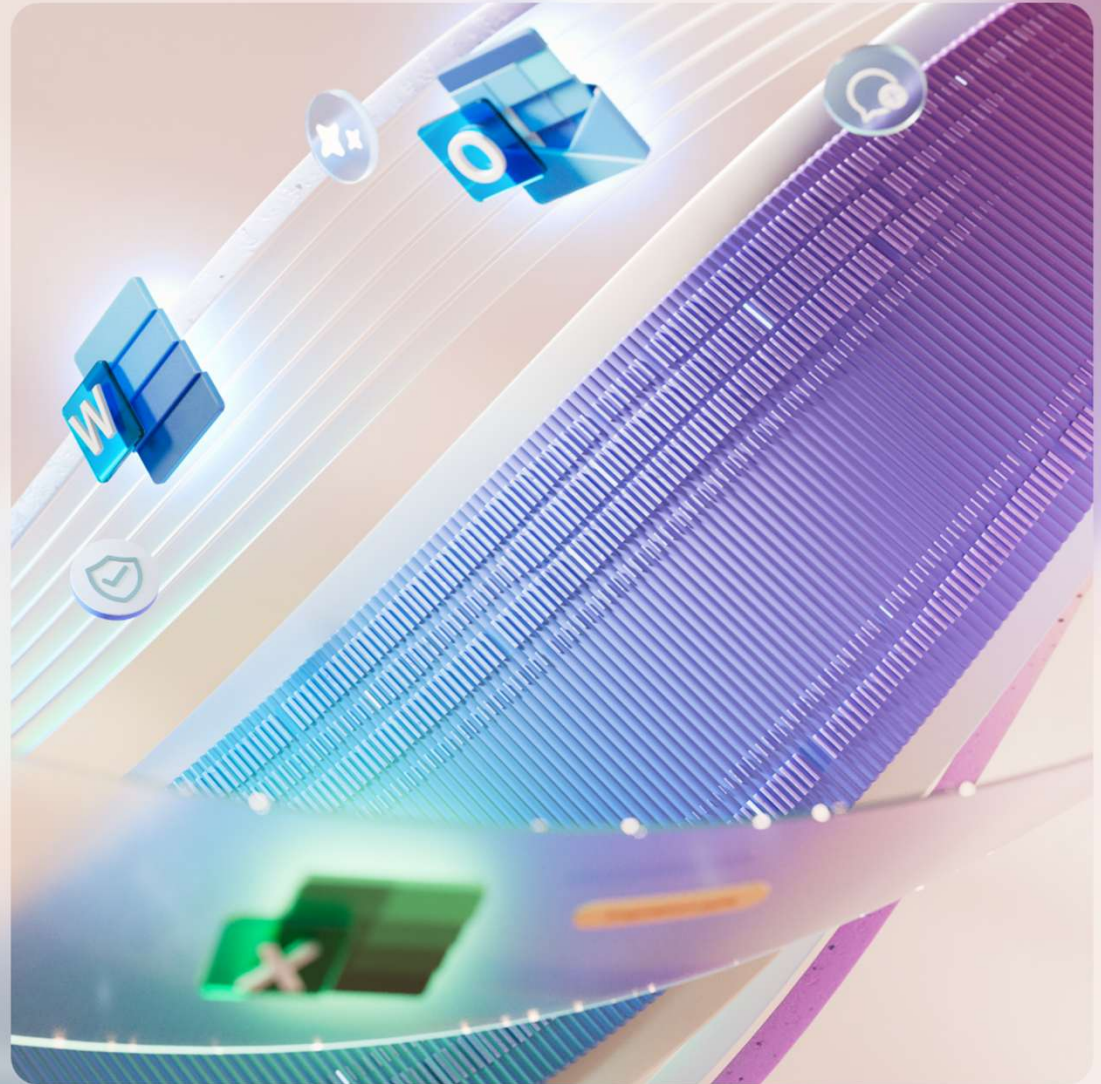
4/12 New slides

Cowork compete comparison
DLP for Copilot
★ [DRACO Benchmark for deep research quality](#)
Frontline Agent

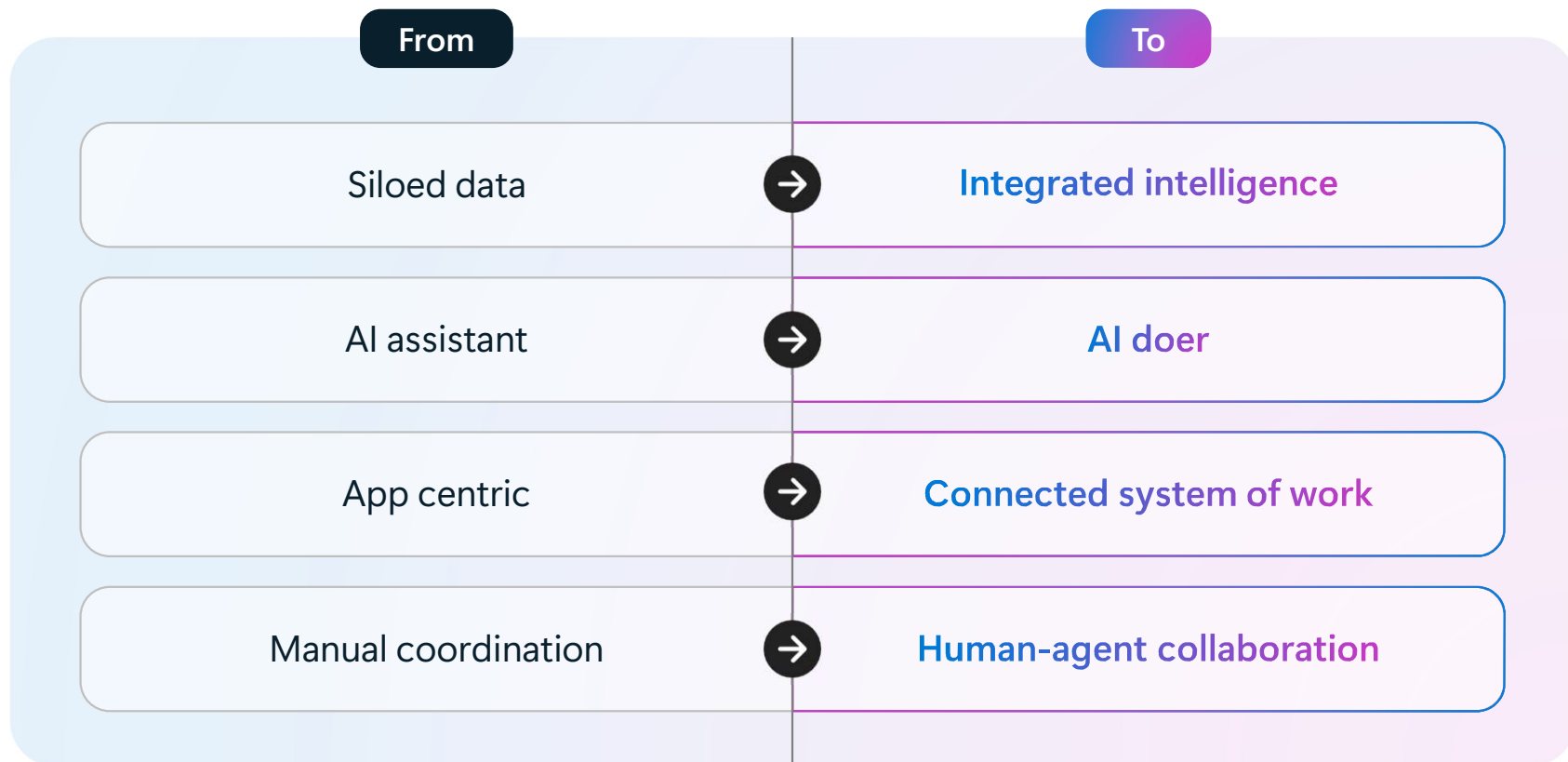


Frontier Transformation with Microsoft 365 Copilot

Last updated: April 20, 2026



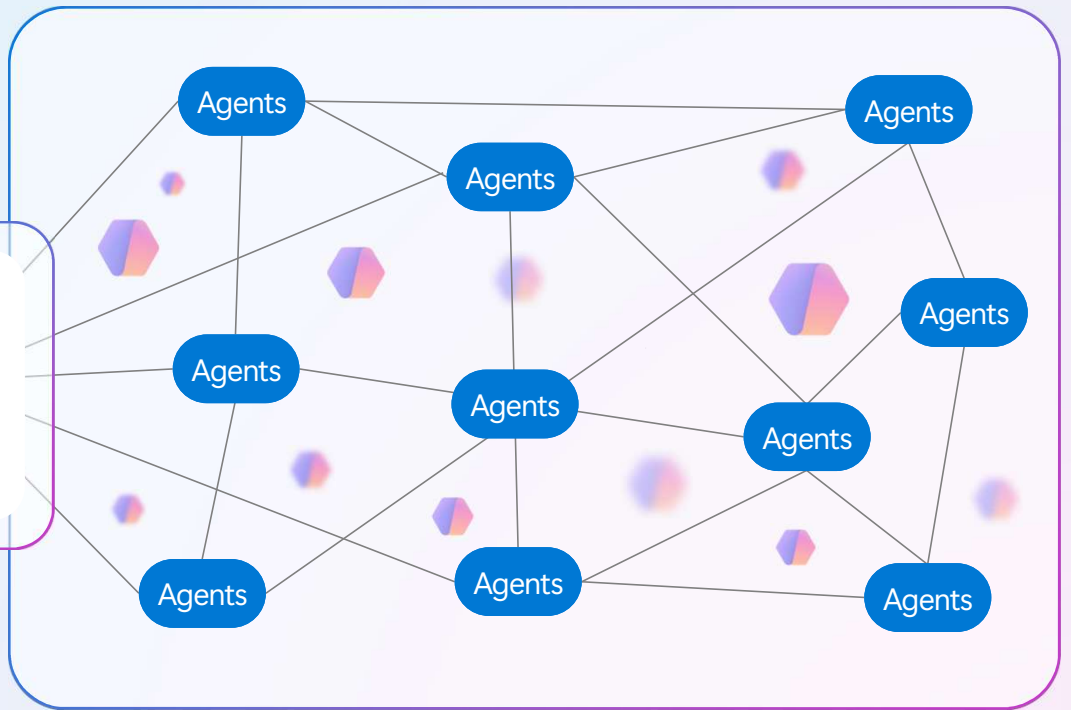
AI is rewiring how work gets done





Microsoft 365 Copilot

AI Built for Work



←----- Work IQ -----→



Microsoft 365 Copilot

AI built for work

Work IQ

The intelligence layer that personalizes Copilot to you and your organization

Agentic Work

AI in the flow of work that turns intent into action

Multi-model

The best model for every task and workflow

Agent Platform

Ecosystem of agents with agent building tools for everyone

Security & Management

Built-in security, management, and governance



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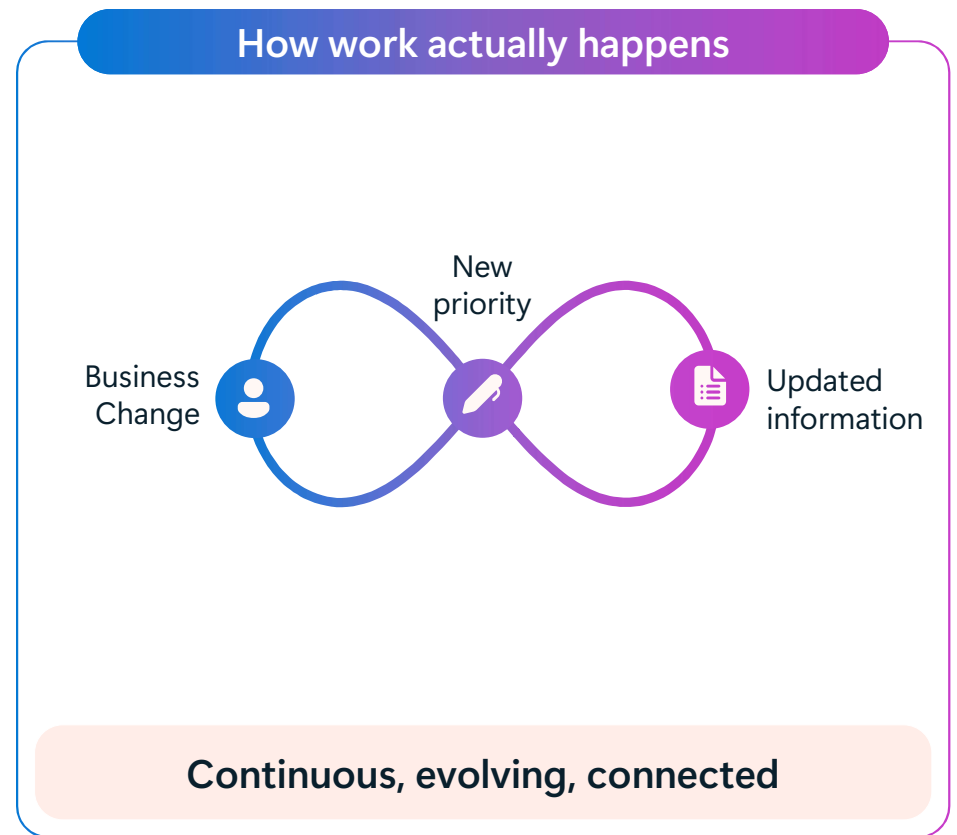
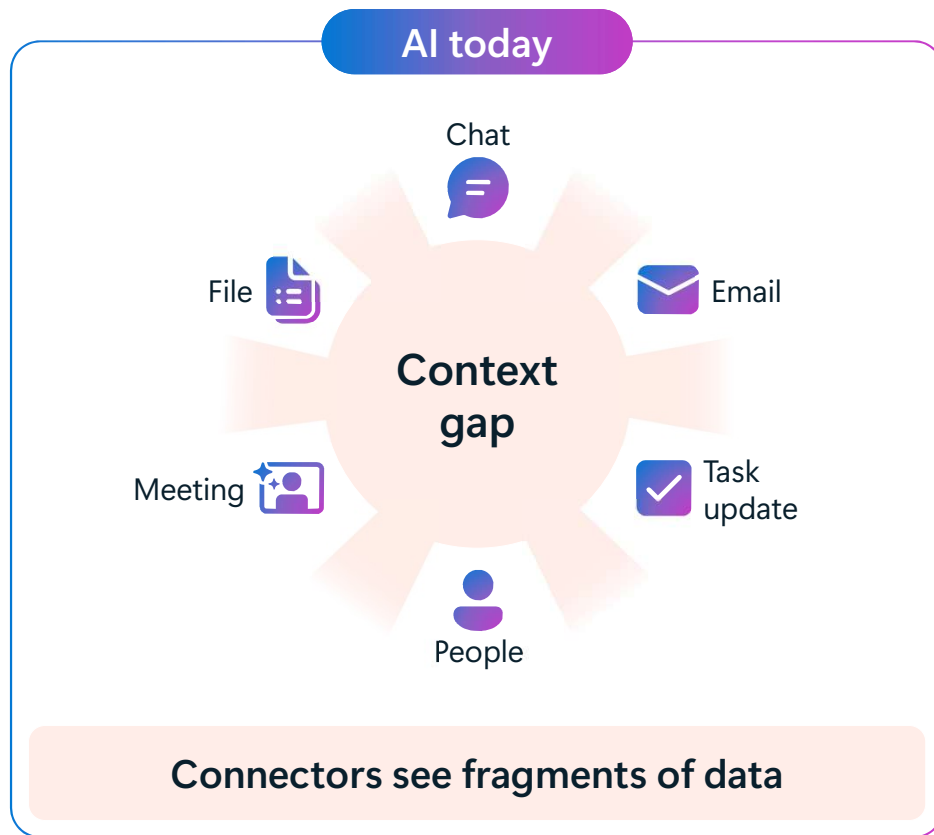
Agent Platform

Ecosystem of agents with agent building tools for everyone

Security & Management

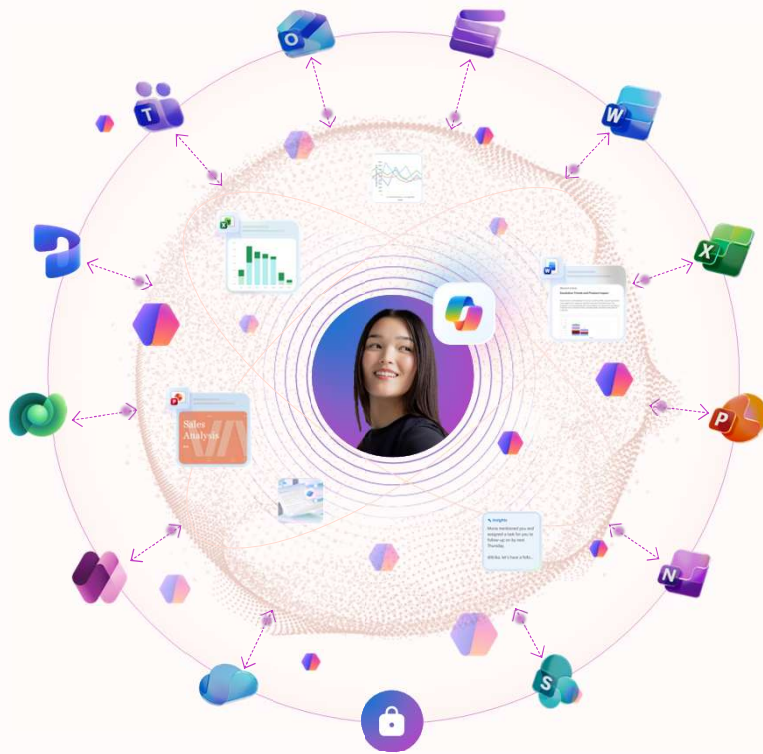
Built-in security, management, and governance

Most AI only sees snapshots – but work happens in context



Work IQ

The intelligence layer that personalizes Copilot to you and your organization



Skills and Tools

Provides specialized instructions to customize Copilot and agents to deliver tailored experiences optimized for specific tasks.

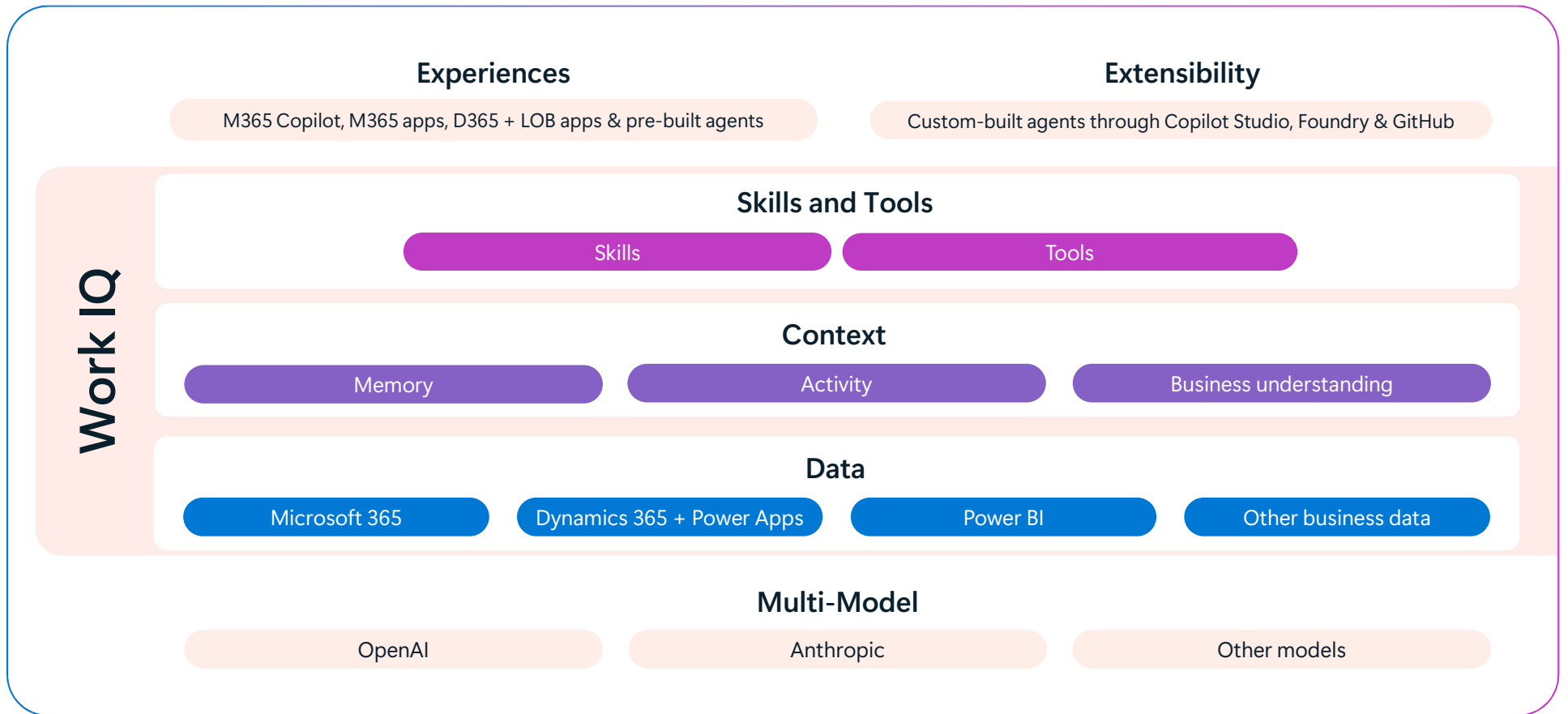
Context

Uses memory to learn from your unique style, preferences, habits, and workflows, understanding your work patterns over time.

Data

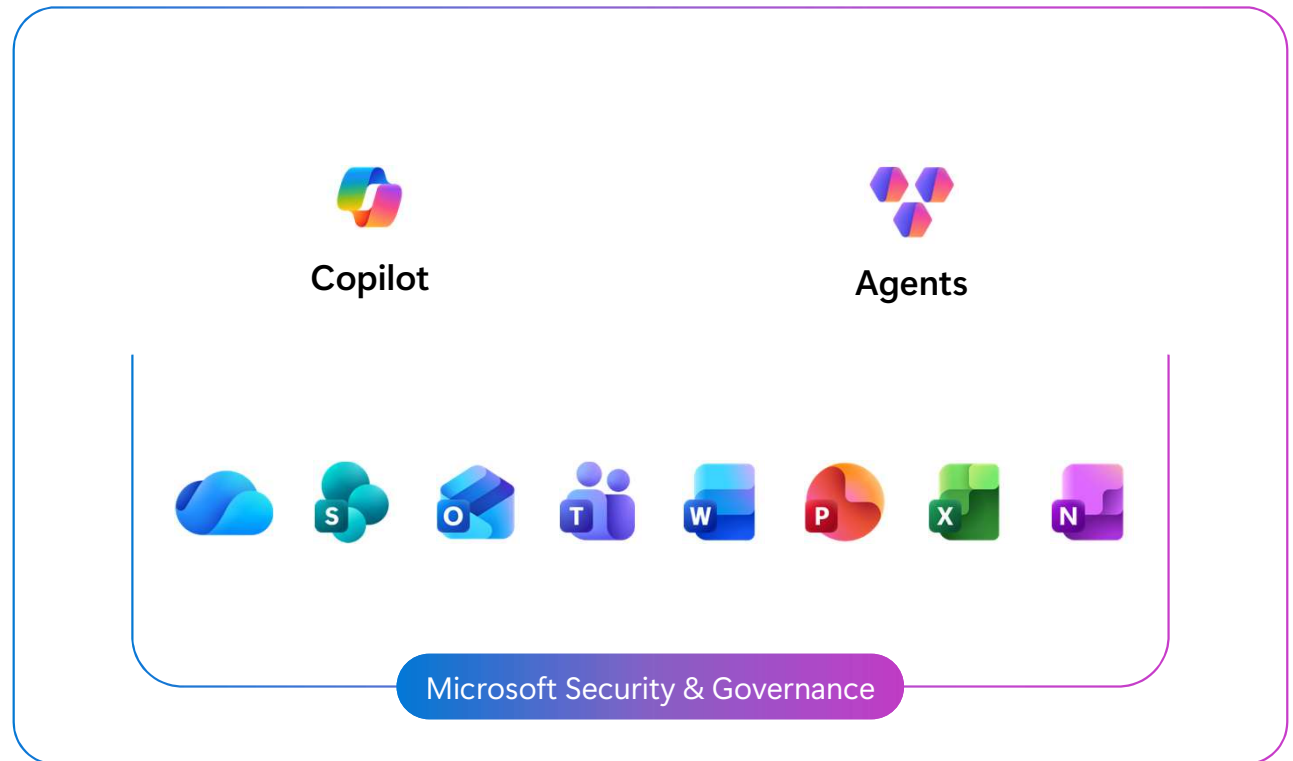
Combines everyday work with external data, including M365 signals and LOB data to give Copilot real-time understanding.

How Work IQ works



Microsoft 365 data

- Brings together signals from your files, email, meetings, and chats so responses span across your work.
- Understands where work lives, including SharePoint sites, Teams meetings and channels, and who's involved.
- Uses signals like recency and relationships to prioritize what matters most right now.



Data

Context

Skills & Tools

Dataverse: Dynamics 365 and Power Apps

- Enables Work IQ to combine structured Dynamics and Power Apps data, stored in Dataverse, with unstructured Microsoft 365 app data.
- Expands Work IQ understanding of your business by bringing together productivity data from Microsoft 365 with system-of-record data in Dynamics 365 to provide richly contextual responses.

The screenshot displays the Dynamics 365 Sales Hub interface. The main area shows a table titled "My open opportunities" with columns for Topic, Potential, Est. close date, Est. revenue, Contact, Account, Probability, Rating, and Email (Phem...). The table lists several opportunities, such as "Custom Team Jersey Order - University Athletics" and "Fabrikam - Zana Nano Grade line".

On the right side, there is a Copilot chat window. The chat starts with the greeting "Hi, how can I assist?". Below the greeting, there are three suggested prompts:

- Summarize the product lineup for this opportunity
- Give me the top 3 products based on the total value
- Analyze product fit based on customer needs or previous conversations

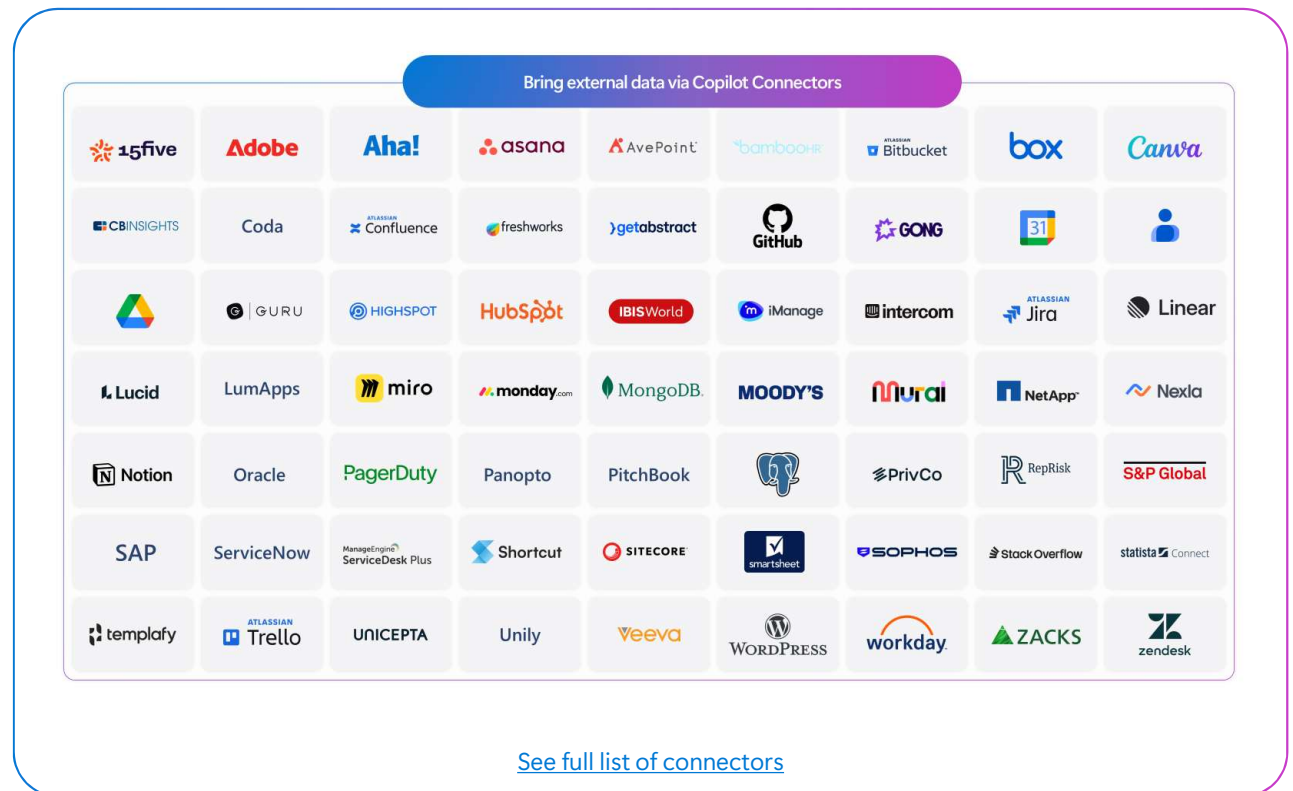
Dynamics 365 Sales & Service users rolling out to public preview in March 2026

M365 Copilot in Power Apps rolling out to public preview in April and general availability in May 2026

Dataverse data in M365 Copilot rolling out to public preview in June 2026

Enterprise data with Copilot connectors

- Expands Work IQ context through hundreds of pre-built, admin-configurable Copilot connectors accessing data otherwise isolated in commonly used SaaS solutions
- Enhances Copilot response relevance and depth by bringing connected content alongside Microsoft 365 app data across all experiences.
- Protects enterprise data by honoring existing security and data access controls, including Entra ID and ACLs, when ingesting data via Copilot connectors.

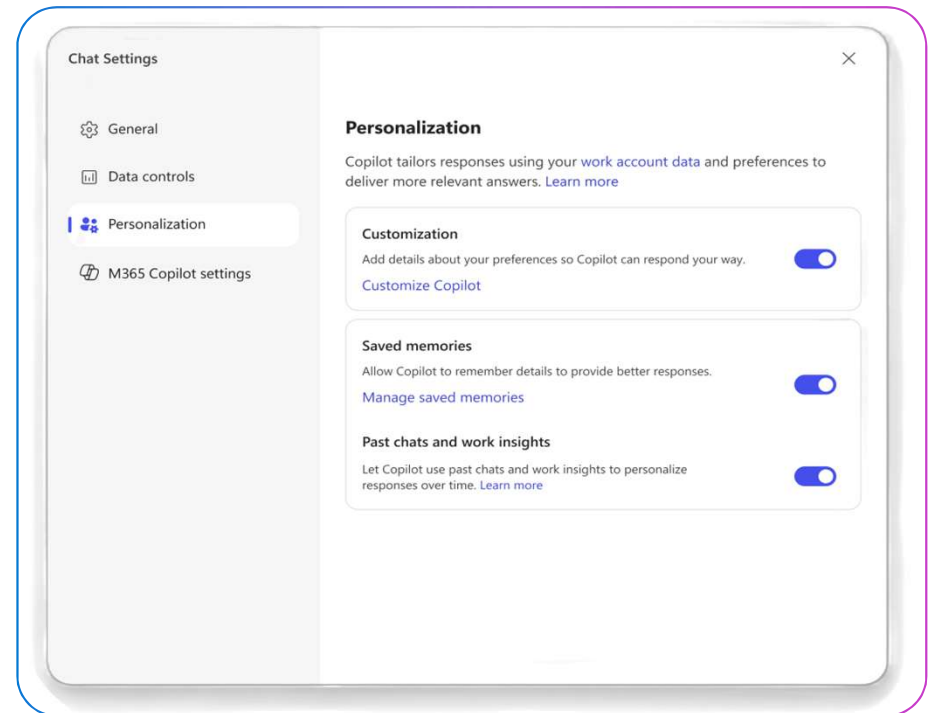


Generally available

Public Preview: Hubspot, Notion, Canva, Linear, Google Calendar, Google Contacts, Intercom

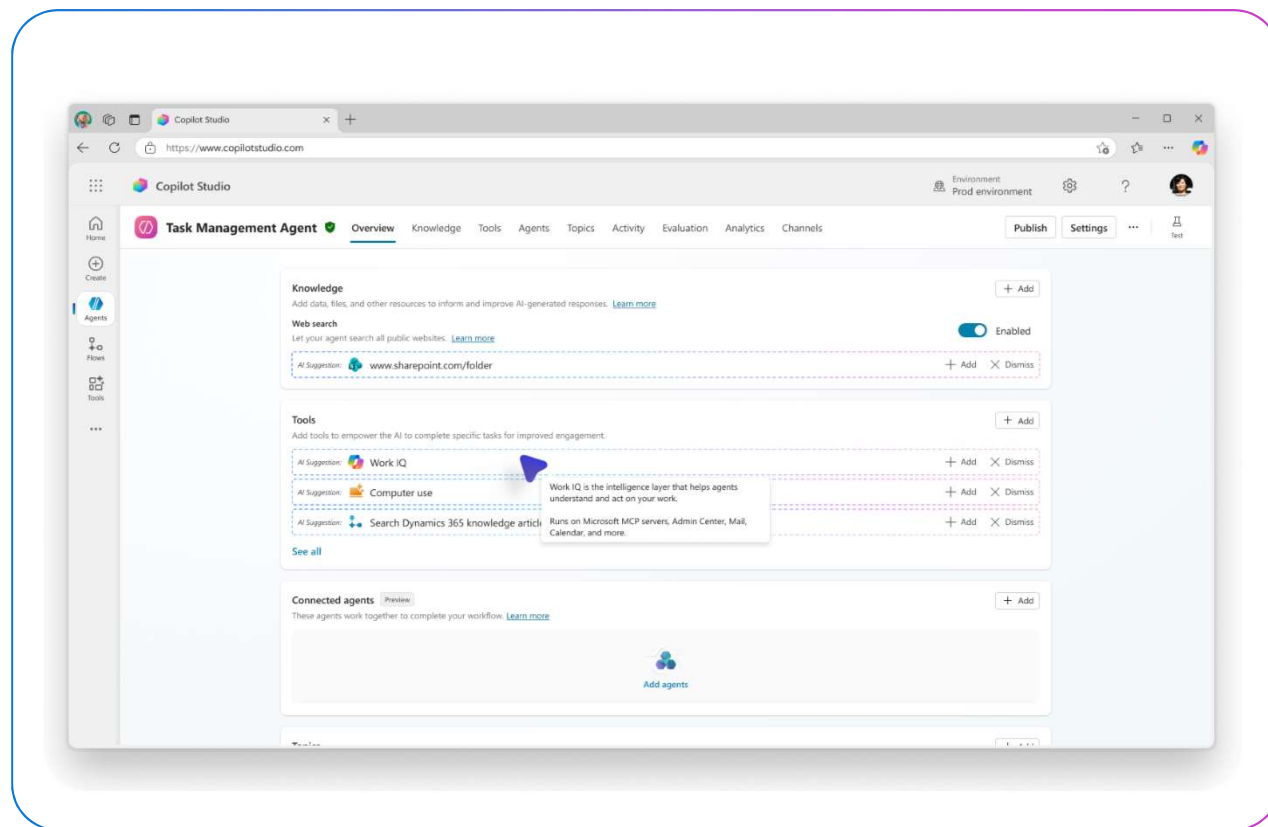
Memory

- Applies custom instructions and explicitly saved memories to tailor responses to the user's preferences, ensuring those details are consistently reflected in future interactions.
- Learns from the user's past Copilot chats over time across all Copilot chat entry points to deliver personalized responses that reflect what the user has already shared so follow-up asks stay connected without requiring repetition.
- Respects the organization's security and privacy settings, and the user can turn it off or clear it at any time.



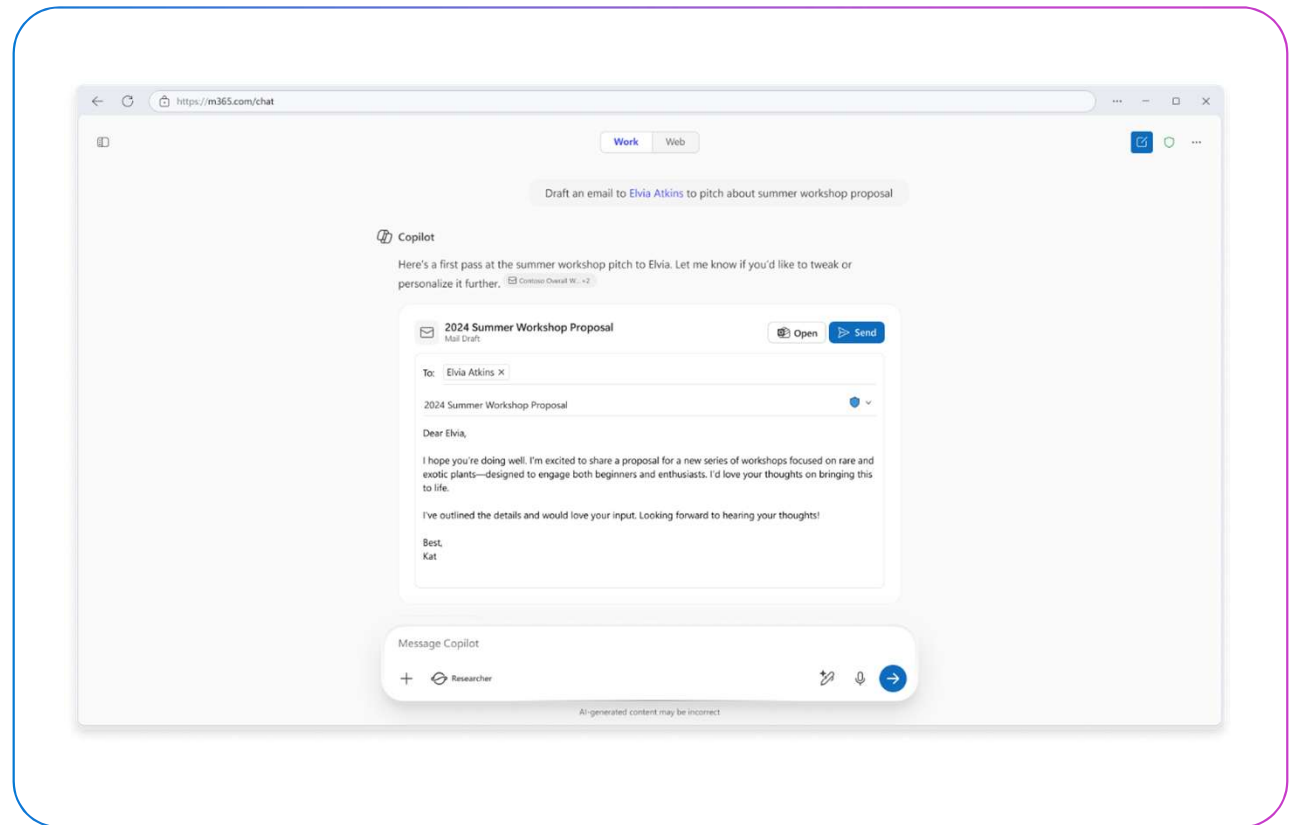
Work IQ API

- Enables developers to bring Work IQ into apps and agents by accessing the same intelligence that powers Microsoft 365 Copilot.
- Exposes Work IQ through a RESTful interface, enabling developers to build agents grounded in the same live work context accessed through Copilot Chat.
- Integrates with Microsoft 365 Copilot identity, access controls, and compliance capabilities.



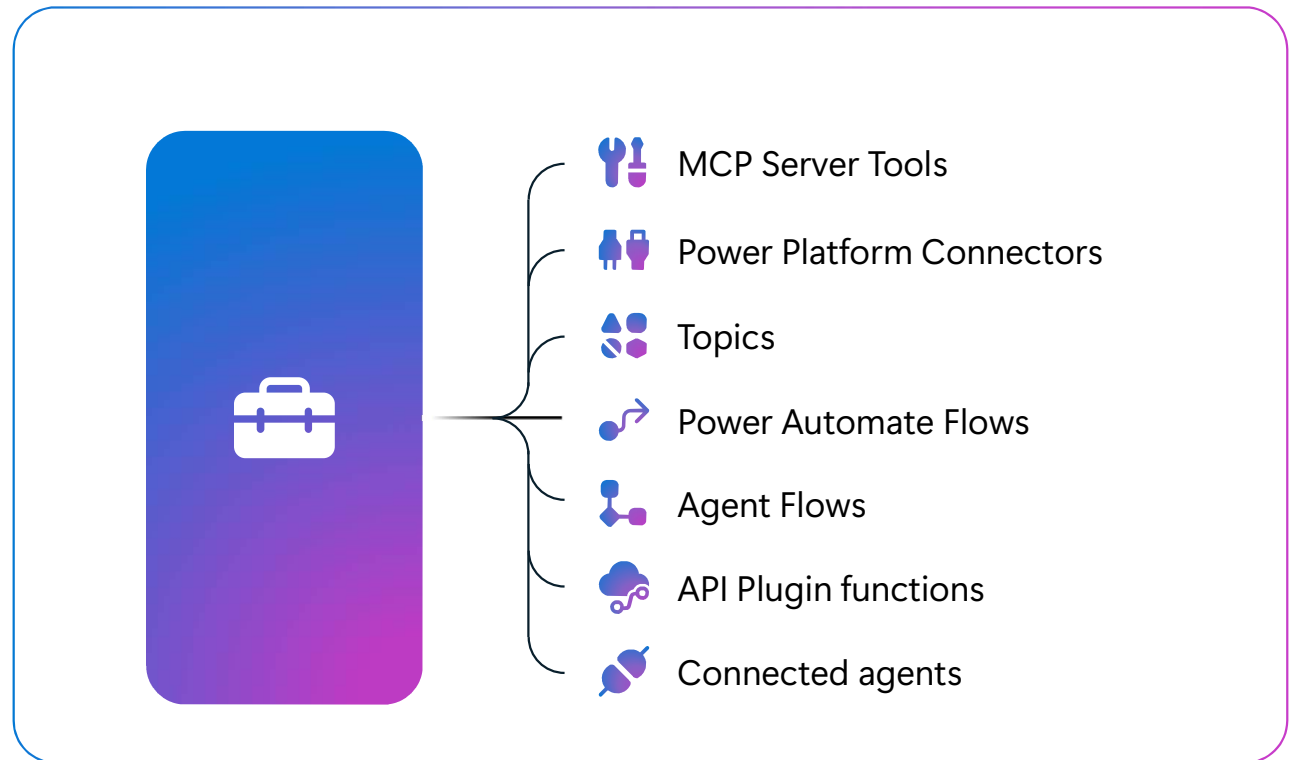
Skills

- Provide pre-defined, specialized instructions to Copilot & agents, so they perform everyday tasks with increased efficiency and accuracy.
- Adapt how Copilot responds by combining and adjusting skills based on the situation as work evolves.
- Customer-built agents that contain their own skills & tools can operate with Work IQ to create highly customized experiences for users and organizations.



Tools

- Execute against the intent of skills invoked through Work IQ to provide responses to Copilot users.
- Provide trustworthy, repeatable outcomes based on structured and unstructured data where precise responses are appropriate.
- Customers can create or add their own skills and tools that extend and customize Work IQ-powered experiences in Copilot.





Microsoft 365 Copilot

AI built for work

Work IQ

The intelligence layer that personalizes Copilot to you and your organization

Agentic Work

AI in the flow of work that turns intent into action

Multi-model

The best model for every task and workflow

Agent Platform

Ecosystem of agents with agent building tools for everyone

Security & Management

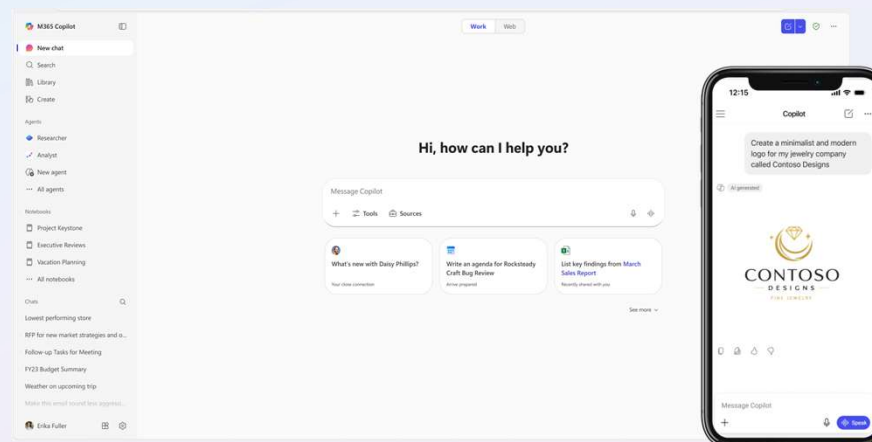
Built-in security, management, and governance

Unlock Copilot experiences for AI at Work



M365 Copilot App

AI-powered productivity app
tailored to your work with
Work IQ.



Chat

Pages

Search

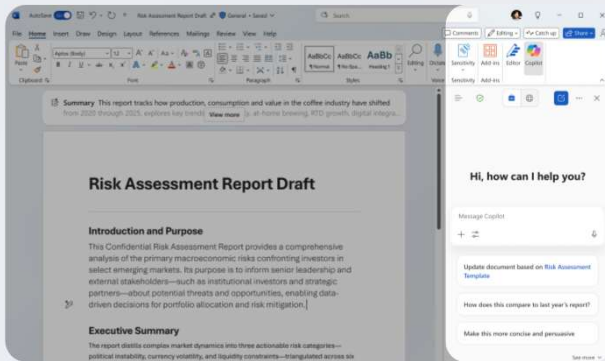
Agents

Create

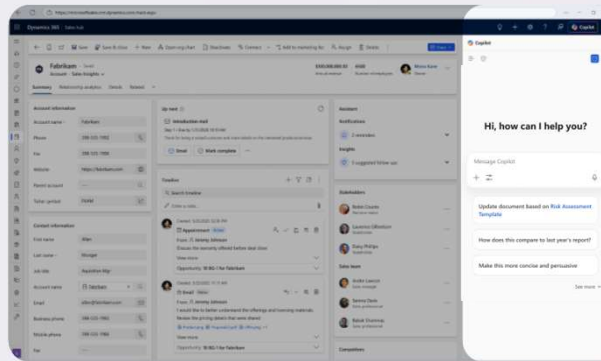
Notebooks

Move work forward with Copilot across core apps

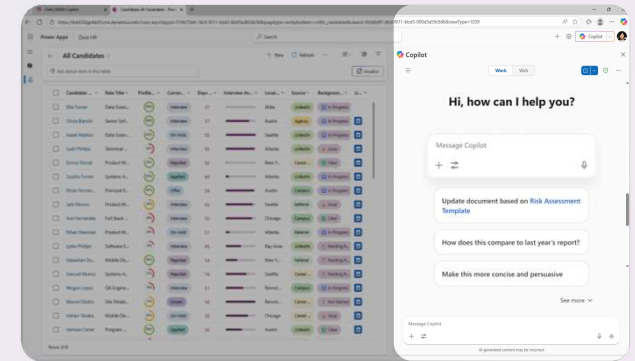
Microsoft 365



Dynamics 365



Power Platform



Persistent, unified chat experience

Context aware chat to understand what you're working on, even as you move between apps

Work IQ powered-intelligence

Shared organizational and personal awareness for relevant responses across the apps

Agents to execute tasks and business processes

Access pre-built, third-party, and custom agents in the flow of work

From AI Assistant to AI Doer



1

Create world-class Office content

Embedded agentic capabilities in the core apps you use every day from Word to Excel, PowerPoint, and Outlook

2

Execute multi-step workflows

Moving beyond a single prompt to accomplishing long-running work with real outputs

3

Enable human-agent collaboration

Teams as the collaboration hub where people, agents, and Copilot work together

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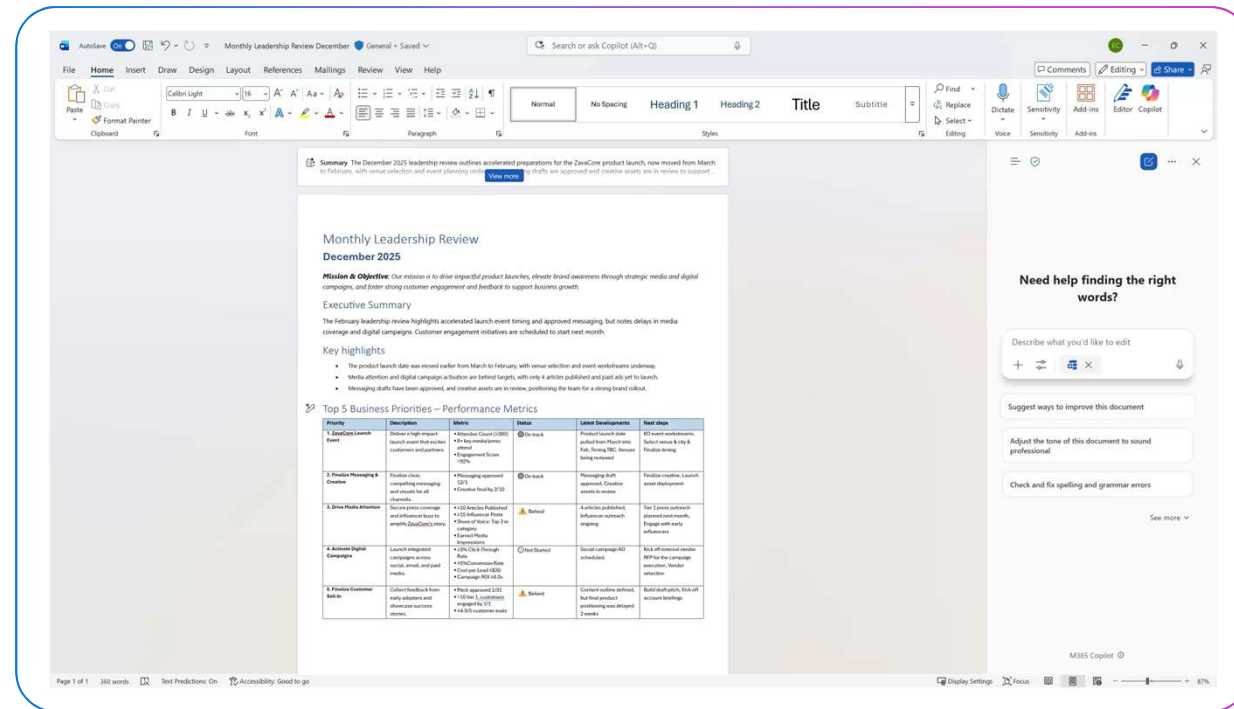
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Copilot in Word

- **Delegate document creation** – Leverage Copilot to create, edit, and summarize documents.
- **Generate first drafts** – Brainstorm topic ideas, generate outlines and draft documents for fast sharing and collaboration.
- **Refresh and expand existing text**– Use Copilot to rewrite text for clarity and tone and generate versions tailored for different audiences.
- **Summarize complex documents** – Break down lengthy text across multiple documents into concise, readable summaries.
- **Understands the larger context** – Powered by Work IQ, Copilot in Word stays aligned with your latest work decisions, dates, and details.



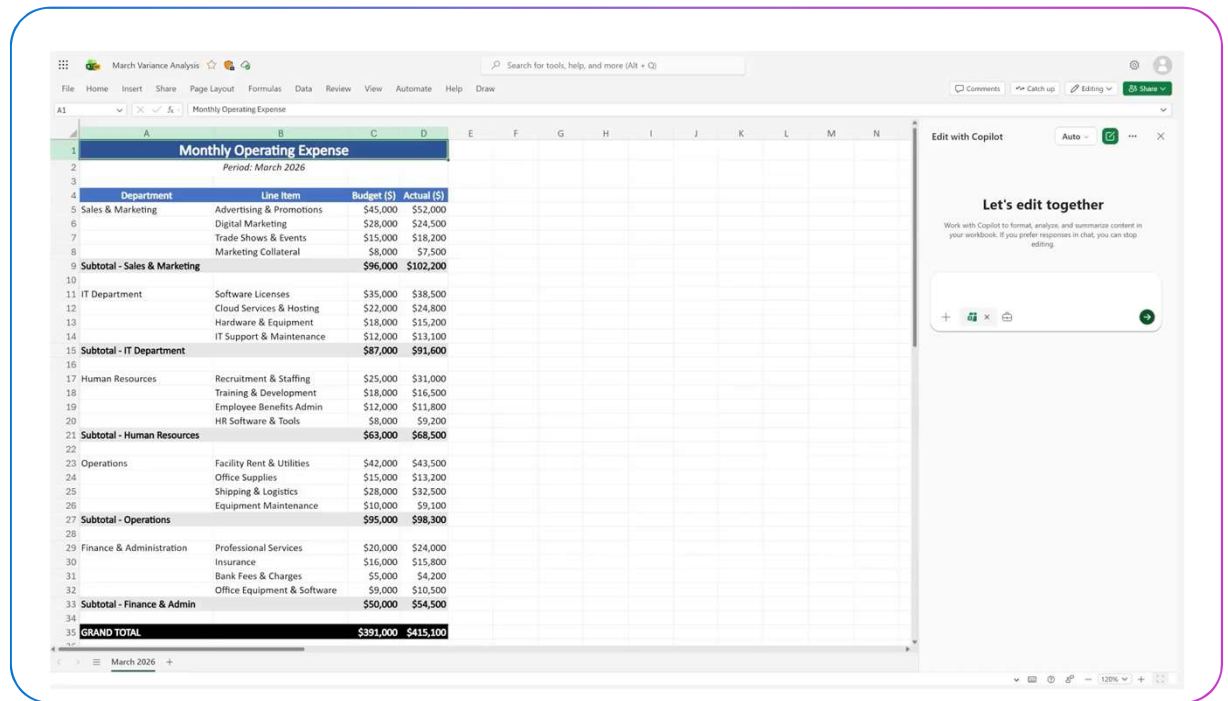
Generally available

Current access excludes EU and UK

Copilot in Word capabilities currently available via the [Frontier program](#) on Windows desktop include track changes visible by default, contextual comments, easier table of contents creation and maintenance, dynamic document layout features, and progress messages. Support for Copilot in Word for the web and Mac coming soon.

Copilot in Excel

- Builds, updates, and analyzes spreadsheets faster by editing directly in your Excel workbook with native tables, formulas, and charts.
- Copilot carries out the steps in the workbook so you can review changes, adjust assumptions, and iterate as inputs change.
- You can also choose the model (OpenAI or Anthropic) you prefer for in-app editing to match the right model to the task.
- Supports file search, web search, and both local and cloud stored workbooks with Work IQ grounding coming soon*.



The screenshot displays an Excel spreadsheet titled 'Monthly Operating Expense' for the period of March 2026. The data is organized into a table with the following columns: Department, Line Item, Budget (\$), and Actual (\$). The table is filtered to show data for March 2026. The Copilot interface is visible on the right side of the screen, showing the 'Edit with Copilot' button and a prompt: 'Let's edit together. Work with Copilot to format, analyze, and summarize content in your workbook. If you prefer responses in chat, you can stop editing.'

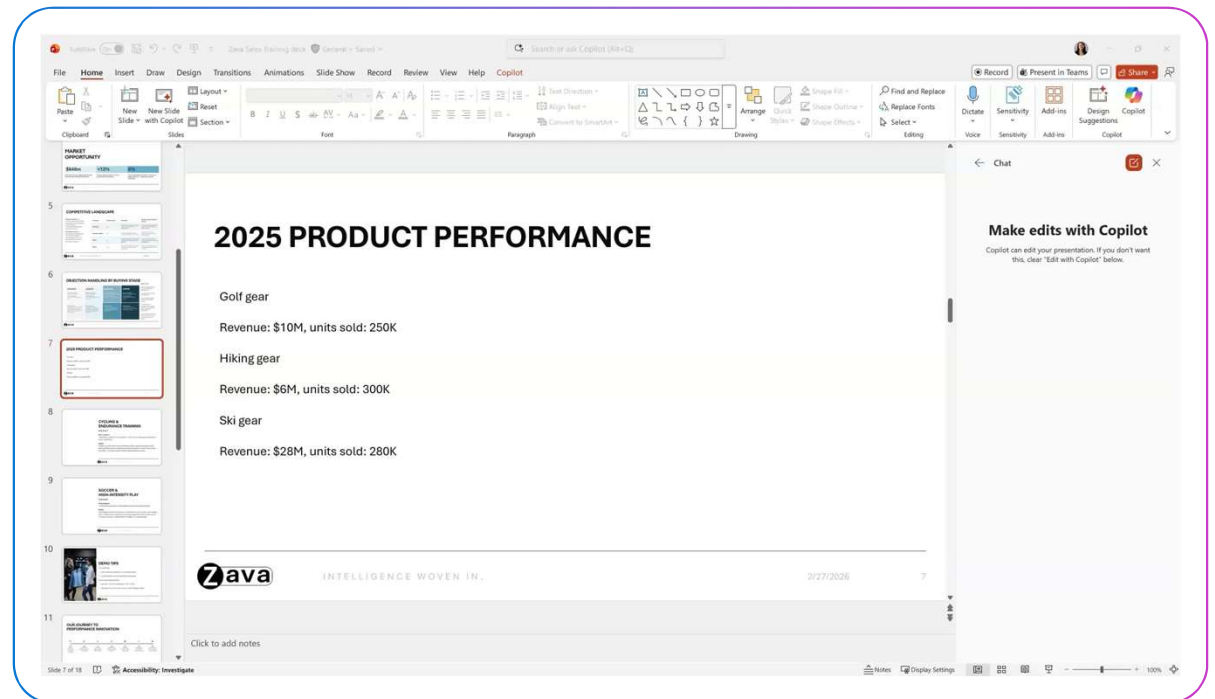
Department	Line Item	Budget (\$)	Actual (\$)
Sales & Marketing	Advertising & Promotions	\$45,000	\$52,000
	Digital Marketing	\$28,000	\$24,500
	Trade Shows & Events	\$15,000	\$18,200
	Marketing Collateral	\$8,000	\$7,500
Subtotal - Sales & Marketing		\$96,000	\$102,200
IT Department	Software Licenses	\$35,000	\$38,500
	Cloud Services & Hosting	\$22,000	\$24,800
	Hardware & Equipment	\$18,000	\$15,200
	IT Support & Maintenance	\$12,000	\$13,100
Subtotal - IT Department		\$87,000	\$91,600
Human Resources	Recruitment & Staffing	\$25,000	\$31,000
	Training & Development	\$18,000	\$16,500
	Employee Benefits Admin	\$12,000	\$11,800
	HR Software & Tools	\$8,000	\$9,200
Subtotal - Human Resources		\$63,000	\$68,500
Operations	Facility Rent & Utilities	\$42,000	\$43,500
	Office Supplies	\$15,000	\$13,200
	Shipping & Logistics	\$28,000	\$32,500
	Equipment Maintenance	\$10,000	\$9,100
Subtotal - Operations		\$95,000	\$98,300
Finance & Administration	Professional Services	\$20,000	\$24,000
	Insurance	\$16,000	\$15,800
	Bank Fees & Charges	\$5,000	\$4,200
	Office Equipment & Software	\$9,000	\$10,500
Subtotal - Finance & Admin		\$50,000	\$54,500
GRAND TOTAL		\$391,000	\$415,100

Generally available

*Excel Work IQ expected rollout start April 2026.

Copilot in PowerPoint

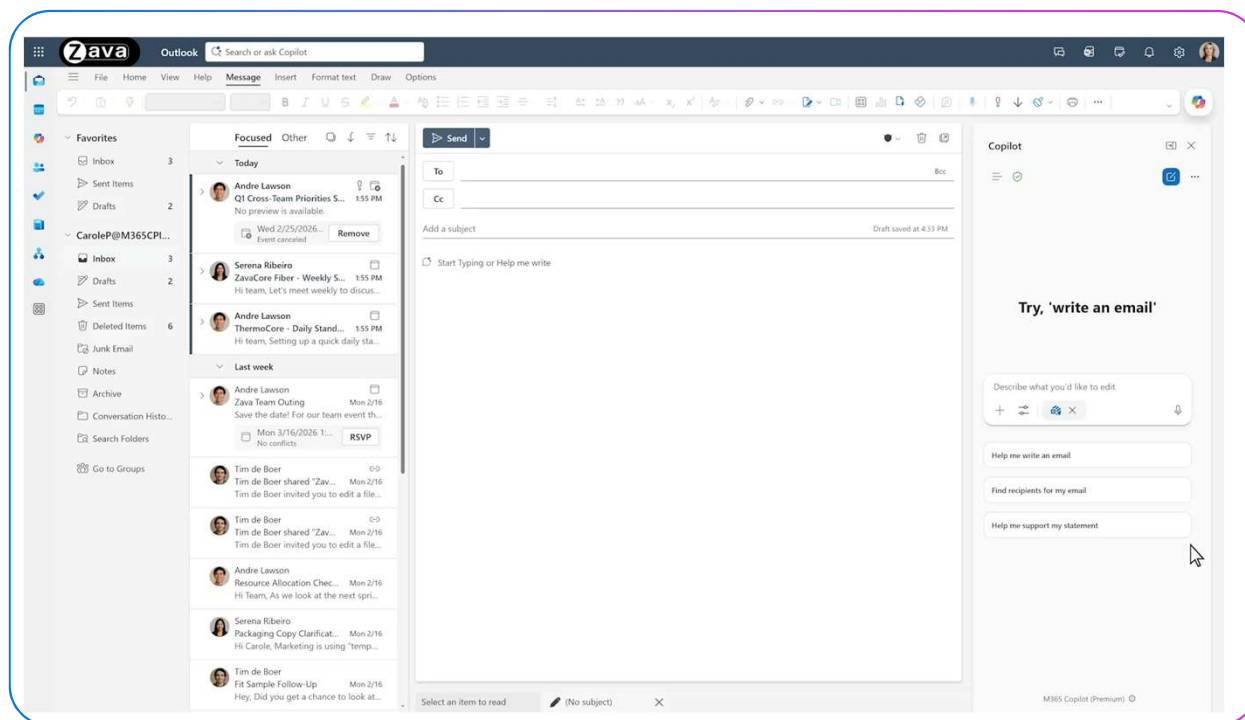
- Refines existing slides to make them clearer, more visual, and on-brand, without redesigning presentations from scratch.
- Simplifies dense content and turns text into visuals like timelines, diagrams, and charts—staying directly in the presentation as you iterate.
- Respects your organization's templates, themes, layouts, and approved images for consistency.
- Saves outputs in existing file in OneDrive and SharePoint so work stays shared, editable, and up to date.



Rollout start to General availability in March 2026 (web) and early April 2026 (Win 32, Mac).
Current access excludes EU and UK

Copilot in Outlook

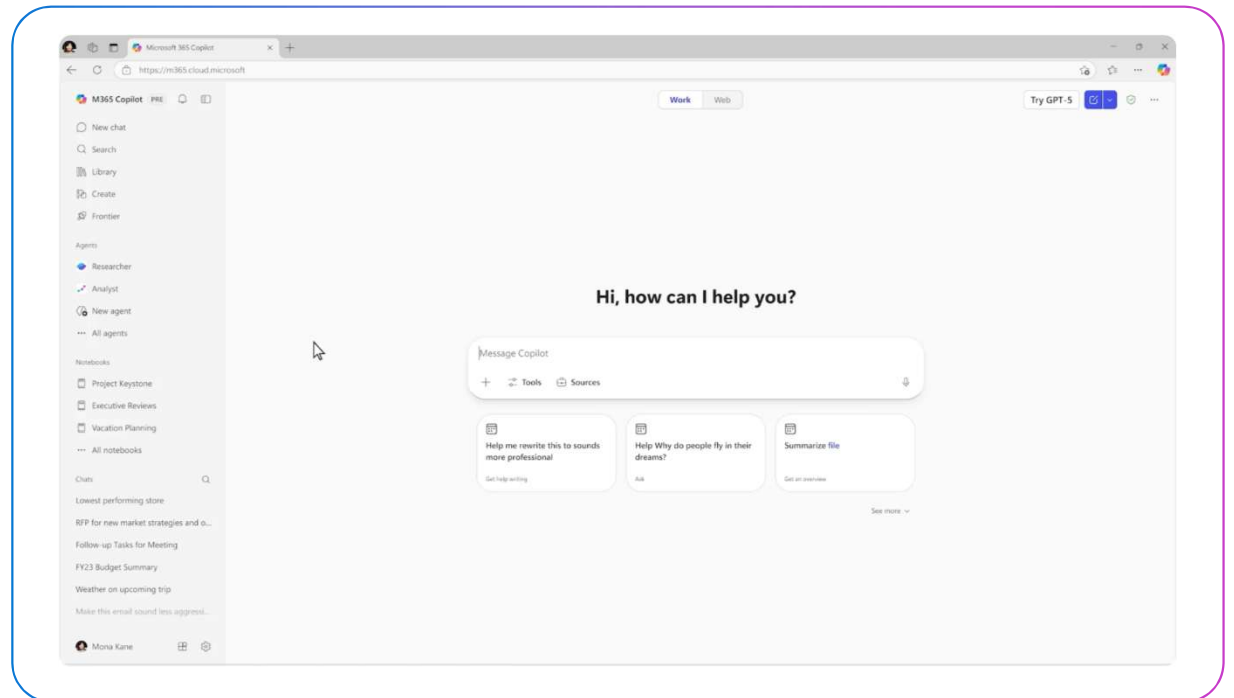
- Draft, edit, and polish emails through multi-turn conversation, with changes applied directly in the Outlook compose canvas so updates are visible, reviewable, and easy to iterate.
- Delegate routine calendar decisions to Copilot—automatically accepting, declining, or following meetings based on your custom instructions—so your calendar can stay aligned to priorities with full visibility.



Drafting conversationally rolling out to modern Windows experience, web, and mobile beginning March 9
Custom instructions available now in modern Windows experience, web, Mac, and mobile

Word, Excel, and PowerPoint Agents

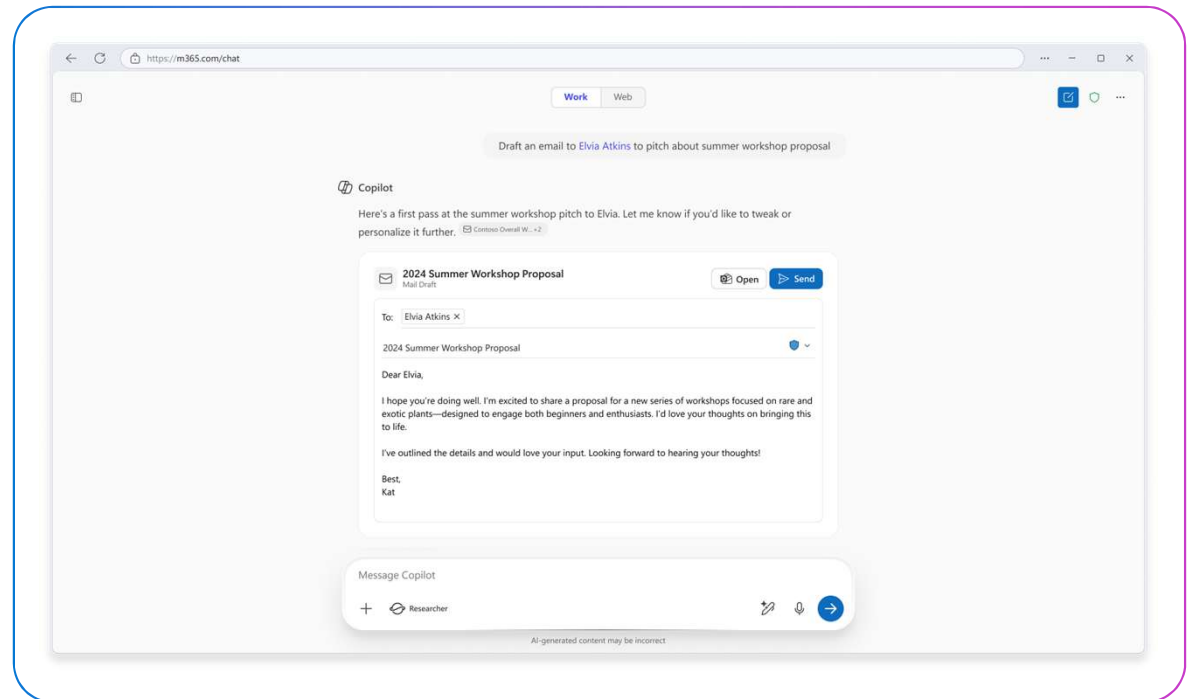
- Turns ideas into polished documents, spreadsheets, and presentations directly in chat.
- Reasons over content with both Work IQ and web sources to research, analyze and create high-quality outputs.
- Works to clarify your request through targeted questions about focus, structure and files.
- Refine results in Chat or open in the Word, Excel, or PowerPoint apps to edit and collaborate further.



Rollout start to general availability early March 2026 (excluding EU/ UK)
Excel does not include Work IQ

Scheduling and email composition from Chat

- Schedule meetings from start to finish in Copilot Chat — quickly find times that work, visualize how they fit into your schedule, create agendas, reserve rooms, and send invites in one flow.
- Move from draft to sent email in Copilot Chat, using Copilot to help you write, edit, and finalize messages—without needing to switch apps.



Scheduling from chat is generally available now in English across all M365 Copilot and Outlook endpoints
Emailing from chat is rollout to Frontier begins March 9 for M365 Copilot for web and desktop

From AI Assistant to AI Doer



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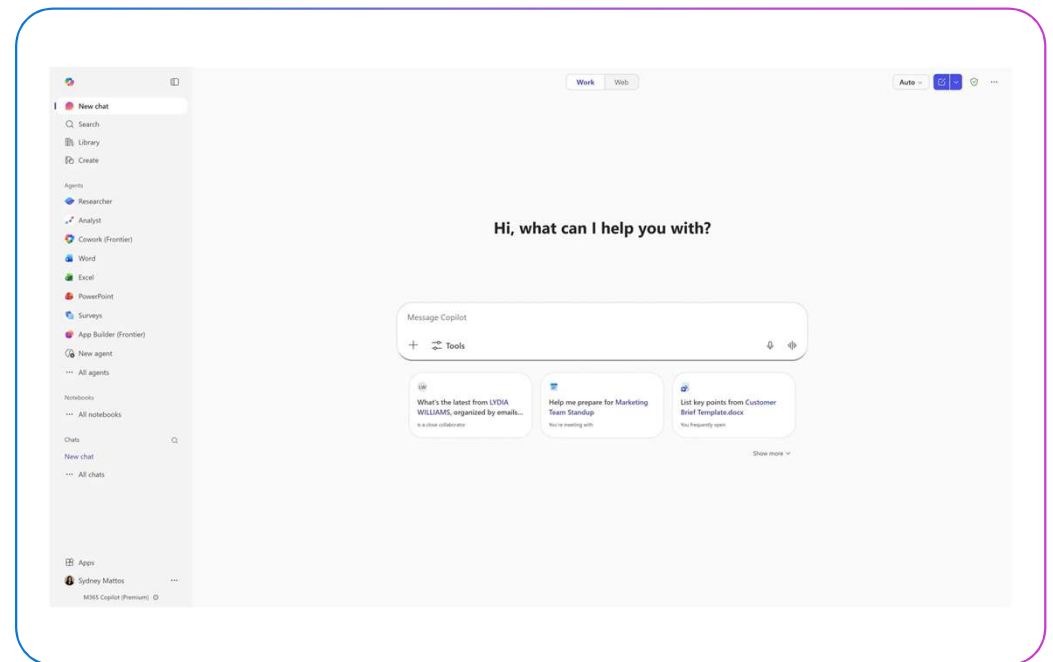
3

Enable human-agent collaboration

Teams as the collaboration hub where people, agents and Copilot work together

Copilot Cowork

- **Delegate real work, not prompts** – takes actions, not just chat. Copilot plans tasks, reasons across tools and files, and keeps work moving over time.
- **Observable and controllable** – transparent actions, reviewable progress, with guardrails to guide or stop execution.
- **Grounded in Work IQ** – so it understands your work directly vs. connectors that try to stitch together context.
- **Enterprise-ready** – operates within Microsoft security, identity, and governance for confident adoption at scale.
- **Built in partnership with Anthropic** – bringing Claude-class agentic capability into the Microsoft365 system of work.



Available in Frontier Program

Currently excluded from the EU Data Boundary, and when applicable, in-country processing commitments [Anthropic as a subprocessor for Microsoft Online Services](#) | [Microsoft Learn](#)

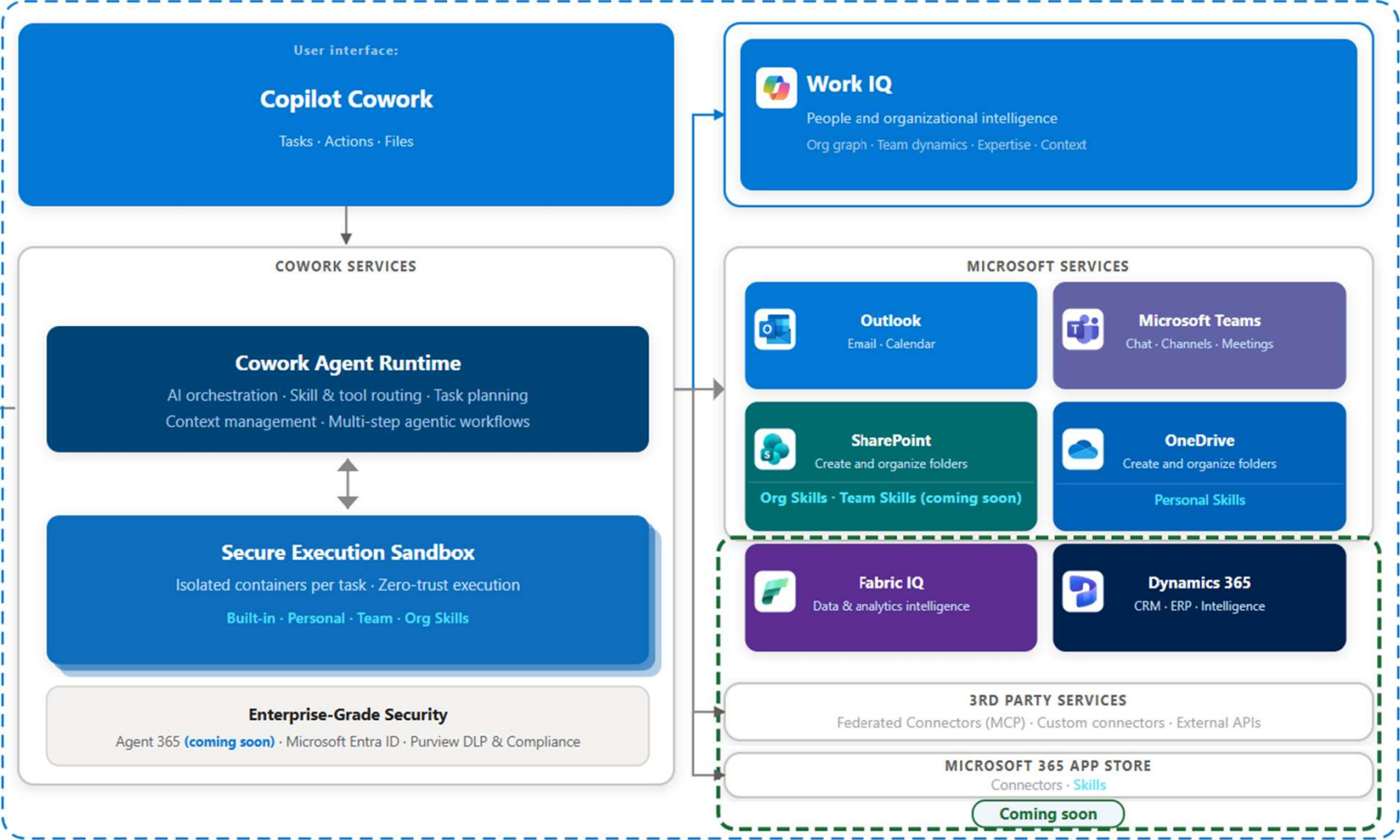
Copilot Chat and Copilot Cowork

When to use each

Feature	Copilot Chat	Copilot Cowork
What It Is	Your always-on AI for work — fast, intuitive, secure, and grounded in your data. Get answers, draft content, dig deeper and spark ideas.	Your AI that gets the work done — a multi-step agentic solution that takes actions across your Microsoft 365 apps
Best For	Fast, focused tasks in one conversation: draft, summarize, brainstorm, Q&A, and discrete research.	Complex, multi-step work spanning multiple apps — end-to-end deliverables
Speed	Fast — response in seconds to minutes	Thorough — works autonomously through the full task for minutes to hours
Task Complexity	Single-step or single-session	Multi-step workflows across tasks, applications, and sources
Use This When...	You need some help, assistance — a quick draft, a fast answer, an idea sparked, a quick an email sent or do a little more digging on a specific topic, initiative.	You need Copilot to <i>go do the work</i> — multi-deliverable, end-to-end requests that needs actions across apps, files and systems
Top scenarios	<ul style="list-style-type: none">• Quick catch up on the day• Summary of a project status• Draft and iterate on content	<ul style="list-style-type: none">- Clean up your entire inbox and calendar- Multi-step project launches- Cross app workflows like preparing for meetings or business reviews

Copilot Chat is included with Microsoft 365. Copilot Cowork requires a Microsoft 365 Copilot license.

Copilot Cowork Architecture



Cowork - Comparisons

	Copilot Cowork	Claude Cowork	Implication/Impact
Organizational intelligence	<ul style="list-style-type: none"> Built-in Work IQ signals give Copilot Cowork full organizational context: emails, meetings, files, chats, people, and business systems — enabling intelligent planning and adaptive tool selection, and higher-quality execution. 	<ul style="list-style-type: none"> Relies on manually pointed local files and folders, which limits autonomy and quality at enterprise scale. Requires users to bear the burden of finding the right information before anything can be accomplished. Further, relies on connectors which retrieve data on a per-query basis and lacks full context about you and how you work. 	<ul style="list-style-type: none"> Copilot can plan and execute work using continuous organizational context, whereas Claude requires more effort to set up connectors or the end user to find the right files to point to.
Cloud-native integration	<ul style="list-style-type: none"> Cloud-native, system-level solution — not a local desktop agent like Claude Cowork. Executes actions directly within the apps where work already happens (Outlook, Teams, Excel, PowerPoint, Word) and all saved directly to OneDrive, so the content is immediately enterprise knowledge that's protected (with sensitivity labels) and ready for collaboration. Long-running, multi-step tasks continue to be completed even if a user shuts their laptop 	<ul style="list-style-type: none"> Currently available only via desktop app, operates on files stored locally on a user's machine, with outputs also saved locally, hindering shared editing, reviews, and team collaboration. Execution is tied to the desktop environment and local state. So, if laptop is closed or falls asleep, the session is paused 	<ul style="list-style-type: none"> Copilot enables shared, governed workflows where teams can collaborate and reuse work, while Claude isolates work to individual devices—leading to fragmented copies, version sprawl, collaboration friction, and blocked access.
Security & governance	<ul style="list-style-type: none"> Runs within Microsoft 365's security and governance boundaries. Identity, permissions, and compliance policies apply by default, and actions and outputs are auditable. Copilot Cowork runs in a protected, sandboxed cloud environment, so tasks can keep progressing safely as you move across devices. End users must approve any and all actions taken on their behalf which makes execution durable at enterprise scale. 	<ul style="list-style-type: none"> Works by accessing files, desktop apps and more without any versioning control, undo capabilities or audit trails – each of which could represent critical gaps in an enterprise environment. Anthropic themselves highlight a long list of risks with using Claude Cowork in its current state. Earlier this month, Gartner said that Claude Cowork is best suited for experimentation as it lacks enterprise governance and compliance controls. 	<ul style="list-style-type: none"> Copilot operates within Microsoft 365's identity, compliance, and audit framework, it scales safely across regulated enterprises, whereas Claude's local, non-versioned execution model introduces governance and observability gaps.

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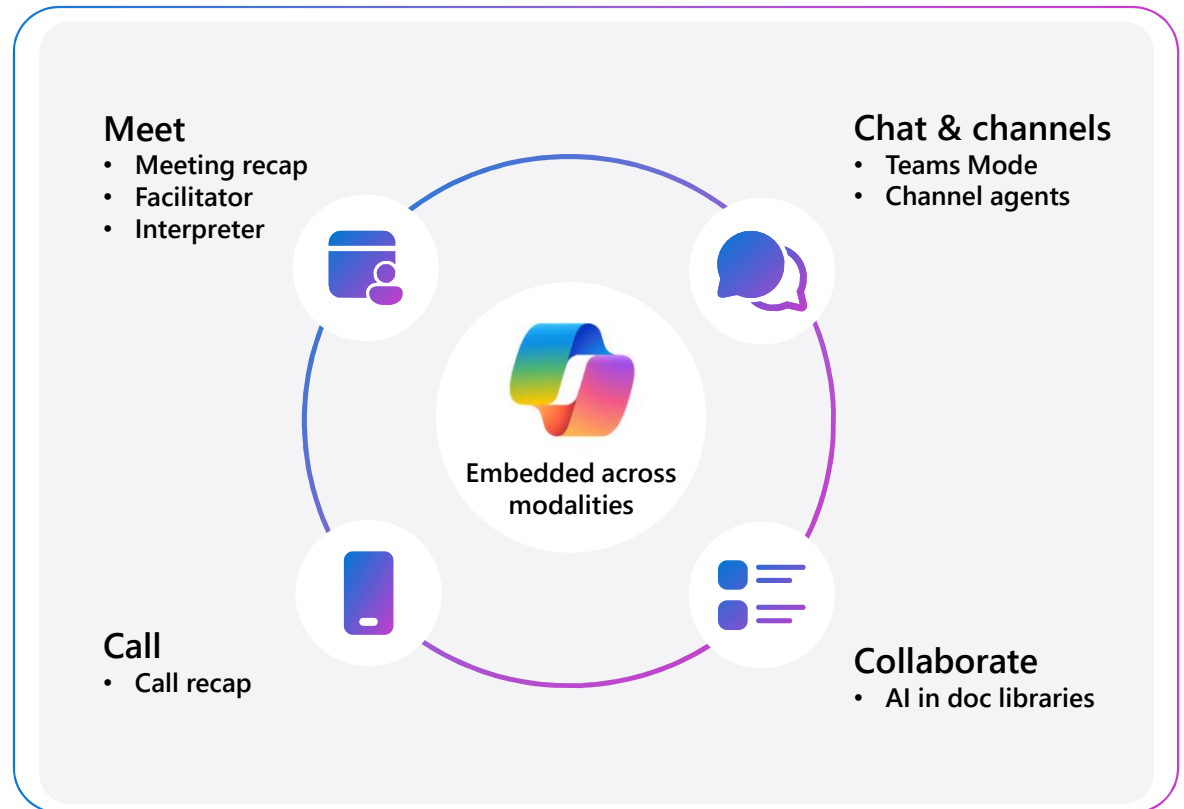
3

Enable human-agent collaboration

Teams as the collaboration hub where people, agents, and Copilot work together

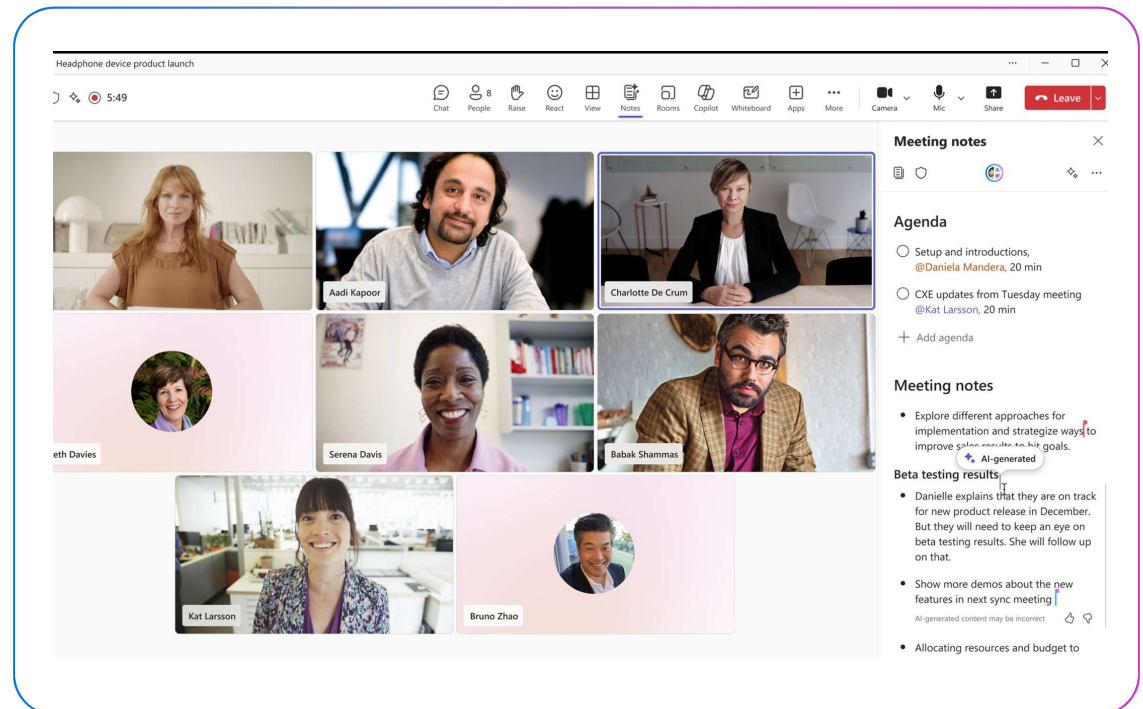
Human-agent collaboration in Teams

- **AI where collaboration happens:** Copilot and agents work in your chats, meetings, channels, and calls. AI is already there, where your team collaborates
- **Collaboration-specific AI:** intelligence specifically designed to improve how people use Teams meetings, calls, chats, and channels with files and artifacts that strengthen Work IQ
- **AI built for teams:** AI serves the team, acting as an engaged participant in meetings, chats, and calls, so everyone can direct AI and benefit from shared context and build on each others' work



Copilot and Agents in Teams

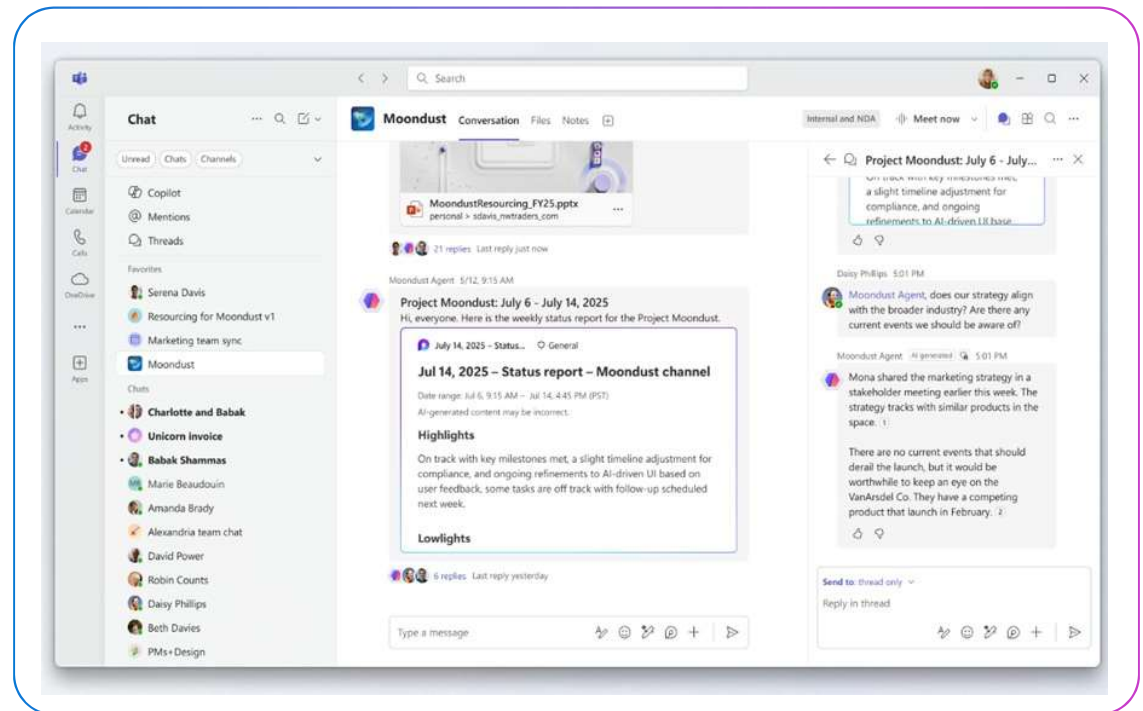
- Stay updated and aligned with key decisions using **Intelligent Recap** for Teams Meetings and Calls, accessing audio, visual or written recaps of conversations you missed
- Run more effective meetings with **Facilitator**, keeping your conversation on track, identifying key notes and action items, and creating drafts of content.
- Collaborate intelligently with **Teams Mode for Copilot**, adding Copilot to a group chat where people and AI can think, decide, and execute together with shared context.



Intelligent Recap Generally Available
Facilitator Agent Generally Available
Teams Mode in Copilot in Public Preview

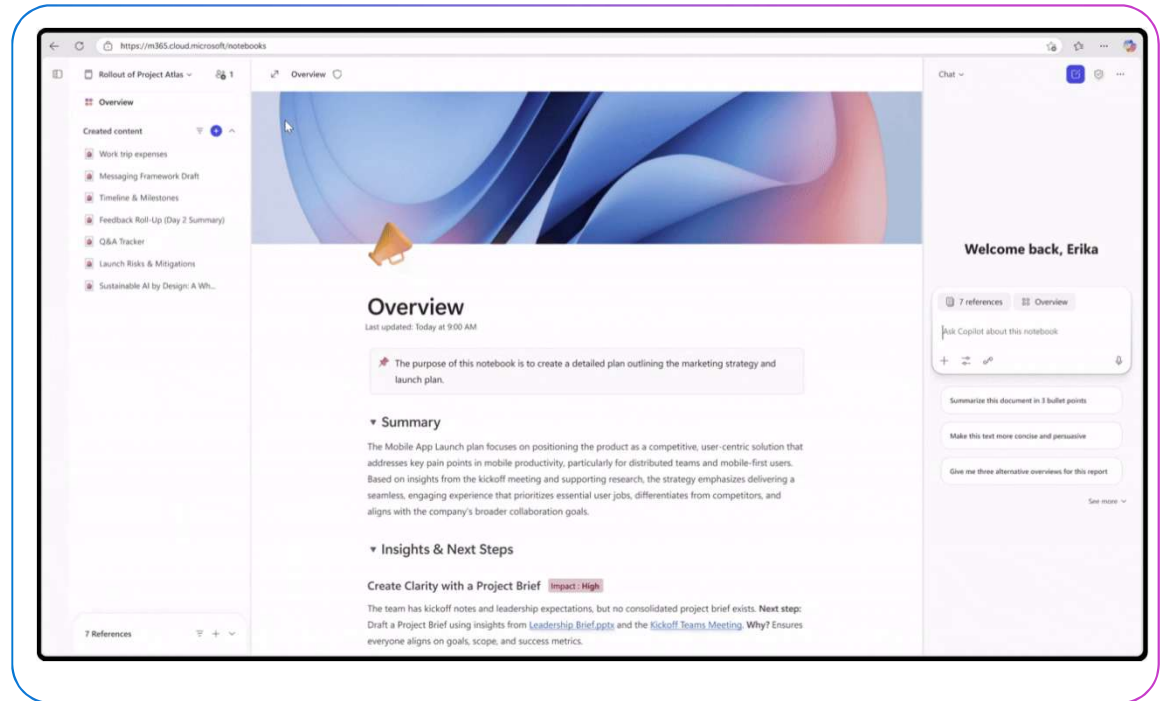
Agents in Microsoft Teams

- Stay aligned and productive with Agents in Microsoft Teams, so people can spend less time catching up and more time moving work forward.
- Facilitator works alongside you and your team in teams' meetings to enable more effective collaboration
- Each channel has a Channel Agent that draws on its conversations and meetings to act as a domain expert for the team
- Supports private 1:1's with Chat; or with Teams Mode, add Copilot as a member of a group chat, where everyone can talk to Copilot together.



Copilot Notebooks

- Aggregates project materials like Copilot chats, Microsoft 365 files, OneNote pages, links, and more into a single, focused Copilot Notebook
- Ask Copilot questions and receive insights grounded in the content of your notebook.
- Easily generate a variety of artifacts of your Notebook content including audio summaries.
- Share Notebooks to collaborate with colleagues using AI.
- Understand complex topics and build expertise quickly with Study Guides and Mind Maps.

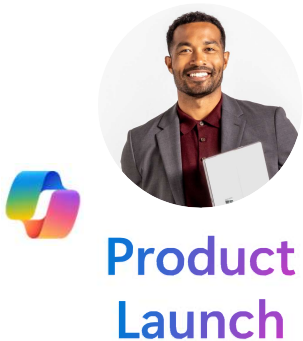


Generally Available with a Microsoft 365 Copilot license

Chat and Page Interactivity, Study Guide, SharePoint sites and folders grounding, Word & PowerPoint agent in Copilot Notebooks, Sharing to M365 Modern Groups, and Mind Map available via [Frontier Program](#)

Prepare for a product launch step-by-step with Copilot

From kicking off to launch ready assets



Prep for the workday

Using Voice, ask Copilot for an agenda of your day during your morning commute.

Industry news brief

Get up to speed on the latest industry news trends in Chat leveraging the best model for the job.

Messaging comparison

Build a messaging recommendation using competitive insights with Claude in Researcher.

Product pitch deck

Create a product pitch deck that incorporates the latest messaging with Copilot in PowerPoint.



End-to-End Simulated Demo

Voice in Copilot	Copilot Chat	Researcher	Copilot in PPT
Access here: AI in the flow of human ambition			

[AI in the flow of Human Ambition: Copilot in Word and PowerPoint](#)

[AI in the flow of Human Ambition: Copilot in Excel](#)

[AI in the flow of Human Ambition: Copilot Cowork](#)



Microsoft 365 Copilot

AI built for work

Work IQ

The intelligence layer that personalizes Copilot to you and your organization

Agentic Work

AI in the flow of work that turns intent into action

Multi-model

The best model for every task and workflow

Agent Platform

Ecosystem of agents with agent building tools for everyone

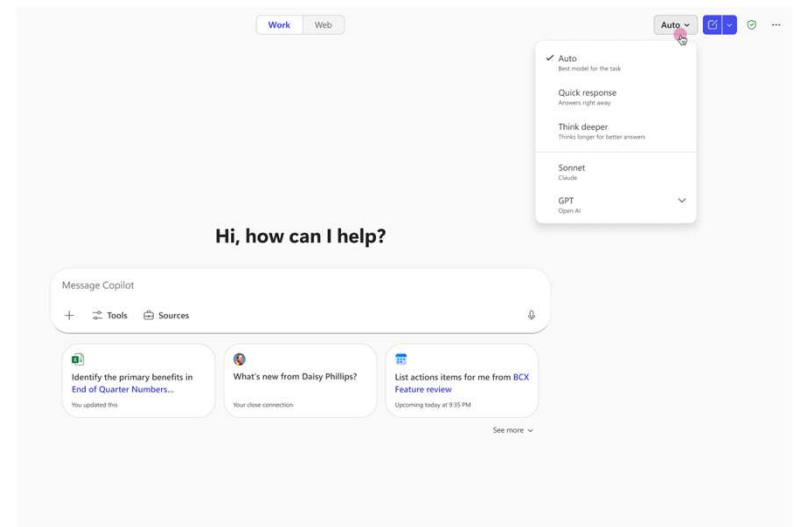
Security & Management

Built-in security, management, and governance

Get faster value from the best models

Why multi-model matters

- ✓ **Speed to value** – Leverage the latest models available in Microsoft 365 Copilot and Copilot Studio
- ✓ **Right model for the job** – Benefit from the model that is best suited for specific tasks
- ✓ **Lower maintenance costs** – We handle the complexity of research, testing, validation, and integration
- ✓ **Implement models securely** – Apply the necessary controls for your organization



Flexibility to choose the best model for the job



OpenAI

Latest OpenAI models available across Microsoft 365 Copilot.

Within Microsoft 365 Copilot



Anthropic

Anthropic Claude models available in Researcher, Copilot Chat, and expanding across M365 apps.



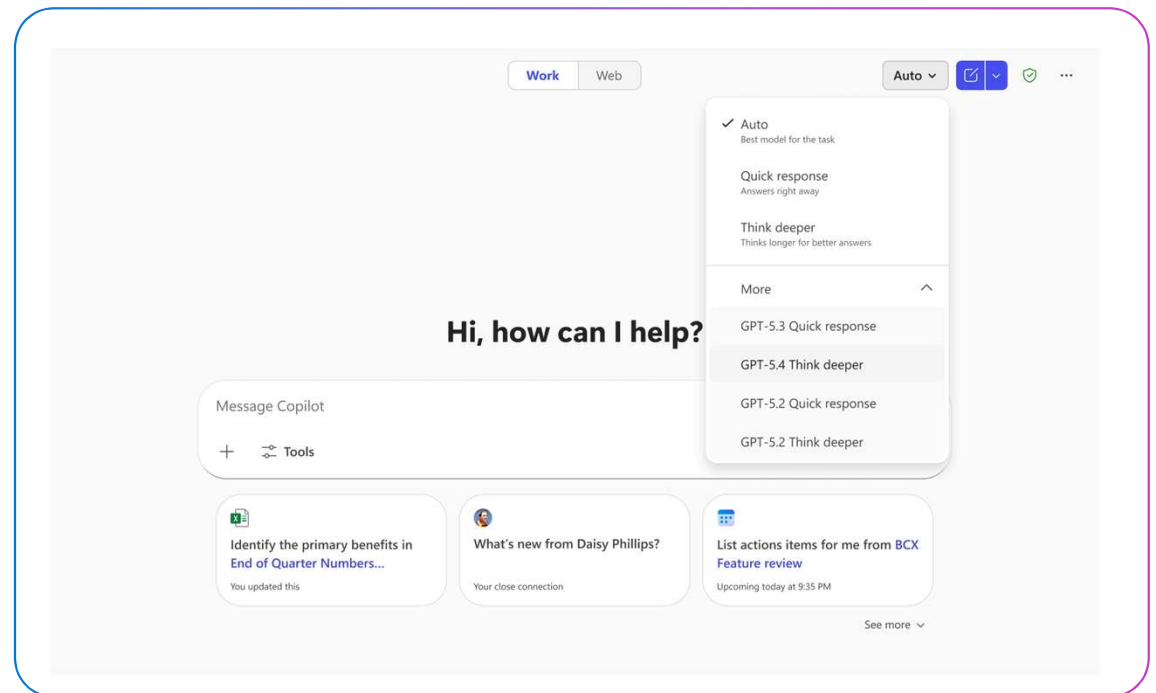
Copilot Studio

Over 11,000 models in the Microsoft Foundry for custom-built agents in Copilot Studio.

For custom-built agents

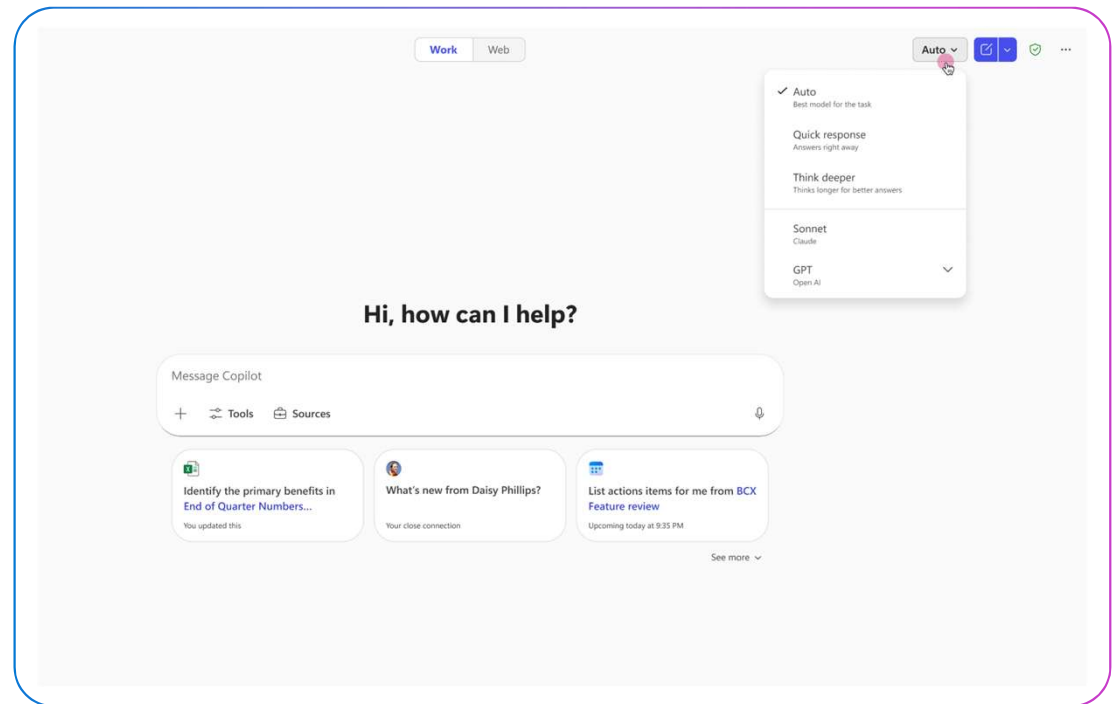
Latest Open AI models available in Copilot Chat and Copilot Studio

- Access GPT-5.4 Thinking and GPT 5.3 Instant directly in Copilot Chat or use them as the model of choice for your agents built in Copilot Studio.
- Connects to Work IQ to unlock insights, market research, and strategic planning, and reasoning across meetings, emails, and documents.
- Accessible in the model selector in both Copilot Chat and Copilot Studio.



Claude in Copilot Chat

- Microsoft 365 Copilot now offers model choice in Copilot Chat letting you choose between OpenAI's models and now Anthropic's Claude models.
- Easily switch between models using the model picker, giving you the flexibility to choose the right model for your task without needing to switch between different AI products.
- Use Claude with the benefits of M365 Copilot including access to both web data and Work IQ, plus Enterprise Data Protection.



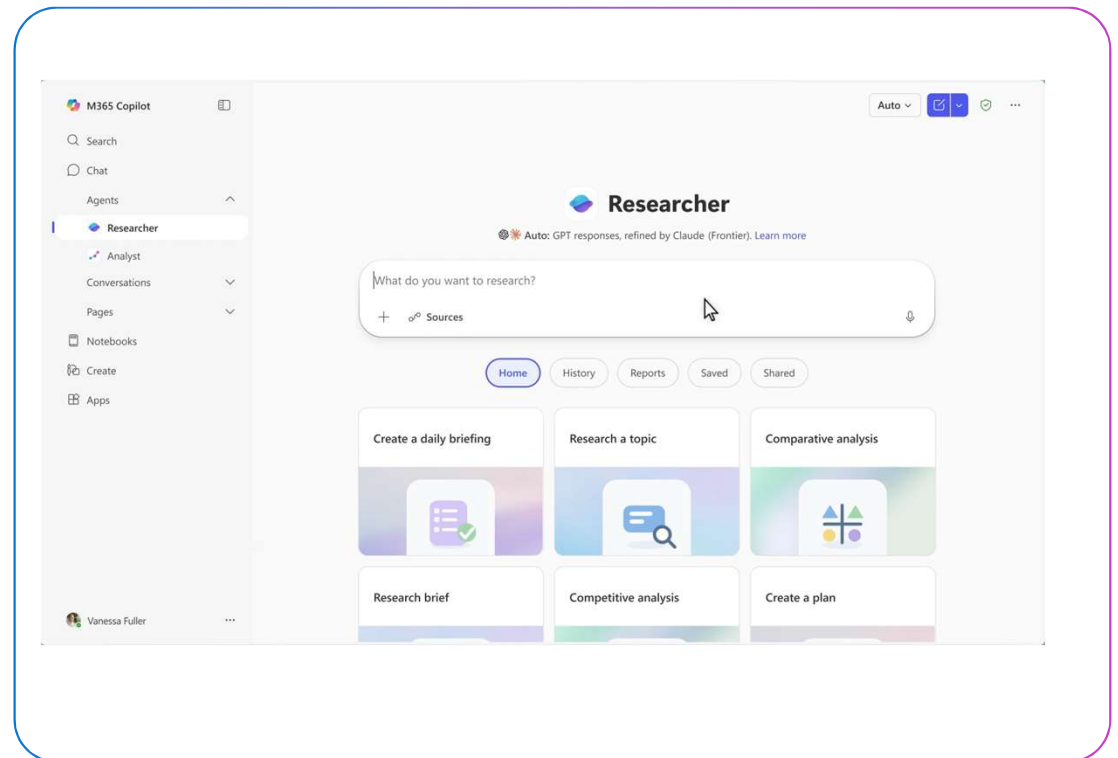
Available in Frontier program, rollout to general availability in March 2026

[Customers within the EU Data Boundary and customers in the UK will have Anthropic models disabled by default.](#)

Critique in Researcher

Responses are generated by GPT and Claude working together, with GPT drafting an initial response and Claude reviewing for accuracy, completeness, and citation integrity before it's delivered.

- Results are measurable, outperforming leading competitors on the DRACO benchmark, the industry standard for deep research quality.
- Natively built within Microsoft 365 Copilot. Leverages WorkIQ to deeply understand and apply your Microsoft 365 work signals to each answer.
- Adheres to privacy and permission settings ensuring content stays within Microsoft 365 security and compliance boundaries.



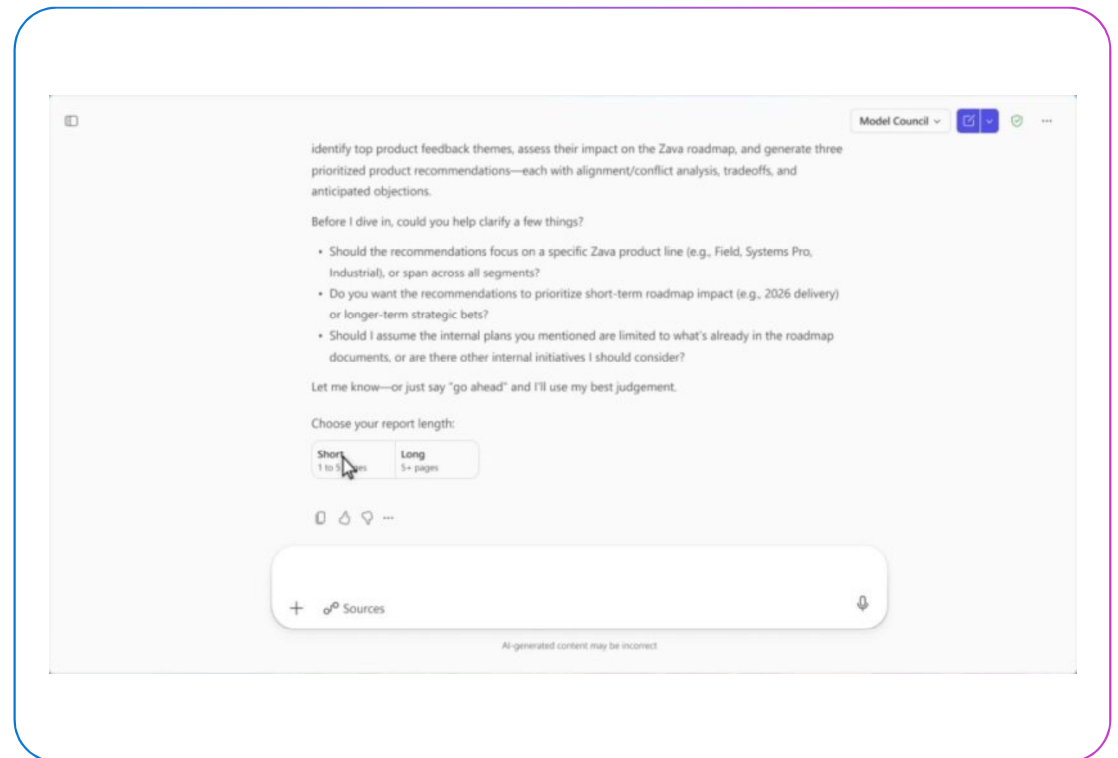
Available in Frontier program

[Customers within the EU Data Boundary and customers in the UK will have Anthropic models disabled by default.](#)

Council in Researcher

Simultaneously run a prompt across multiple AI models right within Researcher.

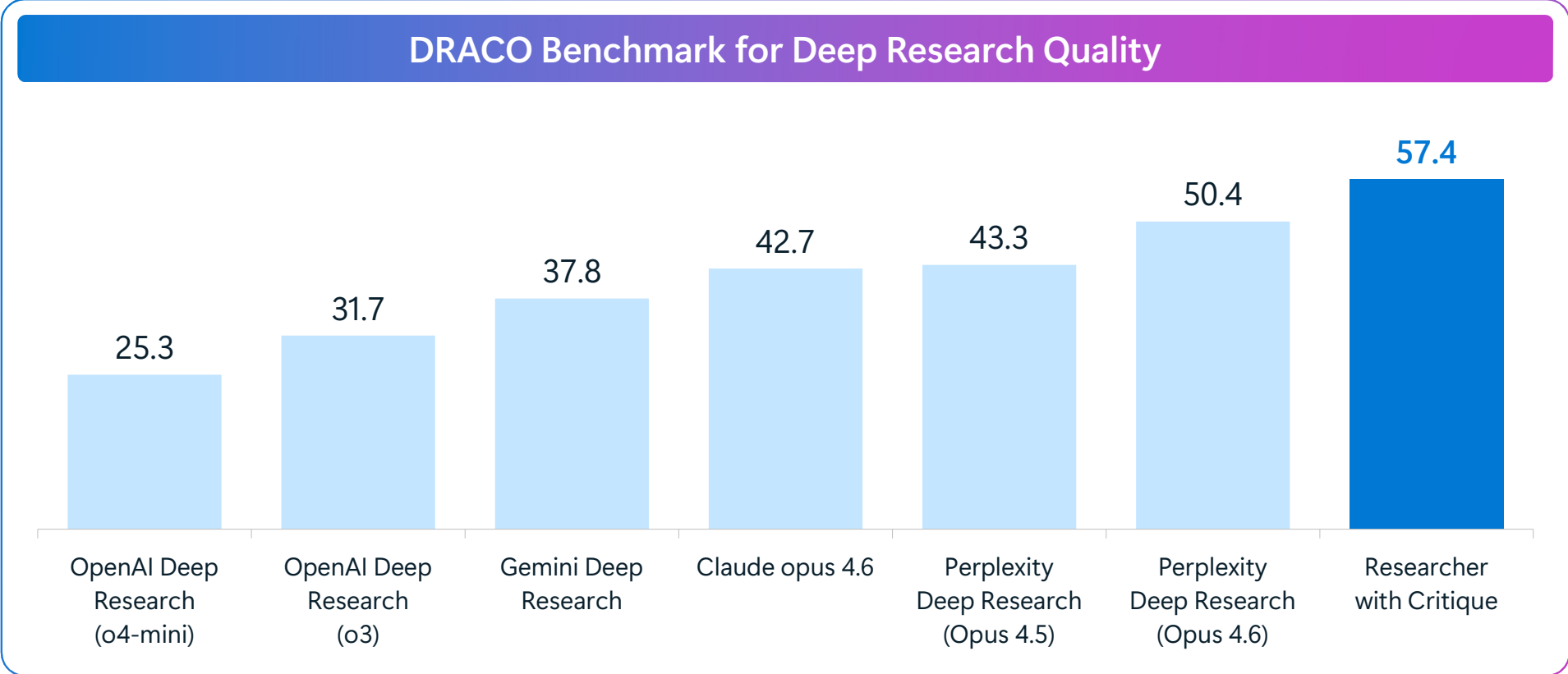
- Summarizes where models agree, disagree, and what each uniquely adds — making it easier to validate answers and spot gaps.
- Natively built within Microsoft 365 Copilot. Leverages WorkIQ to deeply understand and apply your Microsoft 365 work signals to each answer.
- Adheres to privacy and permission settings ensuring content stays within Microsoft 365 security and compliance boundaries.



Available in Frontier program

[Customers within the EU Data Boundary and customers in the UK will have Anthropic models disabled by default.](#)

DRACO Benchmark for deep research quality



DRACO (Deep Research Accuracy, Completeness, and Objectivity) benchmark scores across 100 complex research tasks spanning 10 domains. All results are sourced from the original paper [Zhong et al., arXiv:2602.11685 (Feb. 2026)], except for Researcher with Critique. Researcher with Critique achieves a substantial improvement of +7.0 points (SEM ±1.90) in the aggregated score, +13.88% over Perplexity Deep Research (Claude Opus 4.6 model), the best system reported in the paper.

[Introducing multi-model intelligence in Researcher | Microsoft Community Hub](#)



Microsoft 365 Copilot

AI built for work

Work IQ

The intelligence layer that personalizes Copilot to you and your organization

Agentic Work

AI in the flow of work that turns intent into action

Multi-model

The best model for every task and workflow

Agent Platform

Ecosystem of agents with agent building tools for everyone

Security & Management

Built-in security, management, and governance

Built-in agent platform

1

Get work done with agents

Copilot makes it easy to find, deploy, and use agents

2

Empower every employee to build agents

Build agents to support day to day work using Agent Builder in Copilot

3

Enable IT to build sophisticated agents

Copilot comes with Copilot Studio, an enterprise grade agent building platform

Broad agent ecosystem for Frontier transformation

1

Microsoft Pre-Built Agents



Researcher



Facilitator



D365

Agents built by Microsoft with varying levels of customization

2

Custom-Built Agents



Lead Prediction



Automated Contract Review



Document Compliance

Agents built by users and makers in Agent Builder or Copilot Studio

3

Partner Agents



Jira Cloud



Asana



Service Now

Built by others and connected to Copilot

Agent Building for Everyone

From simple to sophisticated



Agent Builder

Users can build simple, task-focused agents directly inside Microsoft 365 Copilot

- Fast, intuitive agent creation using natural language or configuration
- One experience to build simple, task-focused agents for everyday work
- Agents grounded in your existing work data
- Integrated across Microsoft 365 Apps
- Shareable with your teams



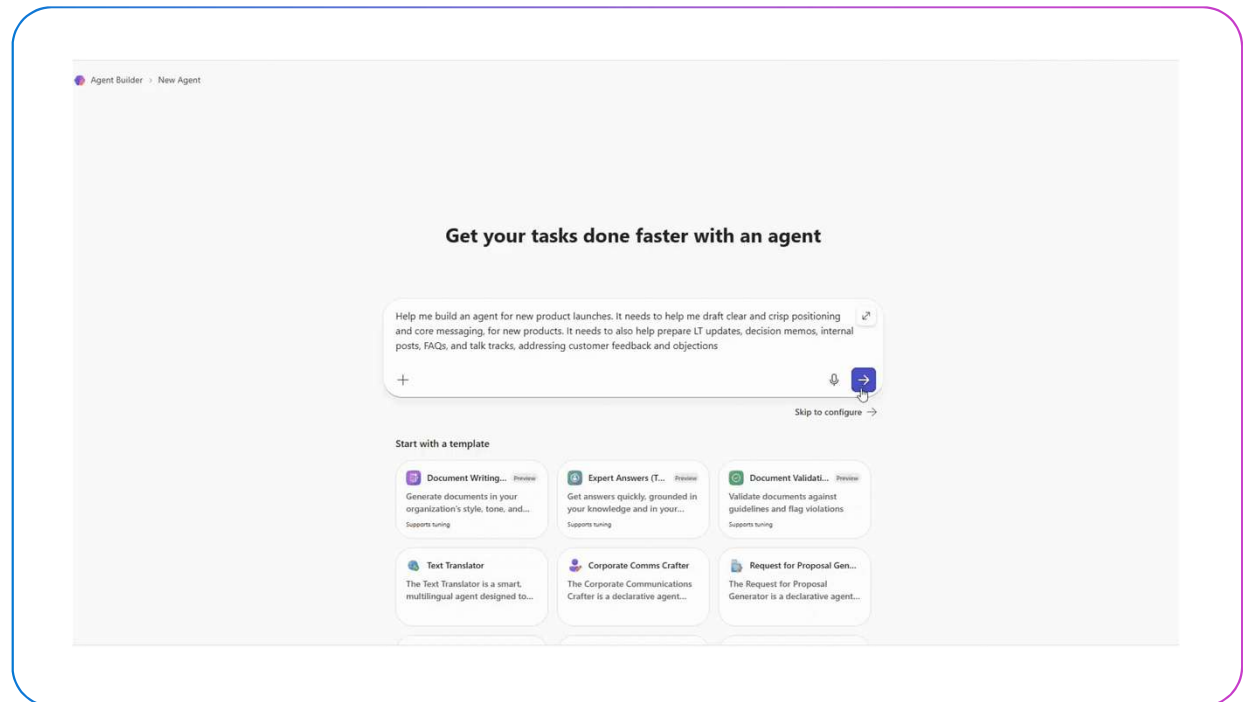
Copilot Studio

Enables IT and pro-makers to build sophisticated custom agents and workflows to run the business

- One platform to build agents and deterministic workflows
- 1400+ connectors to the apps your company uses today
- Execute multi-step workflows and agentic processes
- Access the latest tools and build multi-agent systems
- Manage agent security, management, and governance with Copilot Studio admin controls

Agent Builder

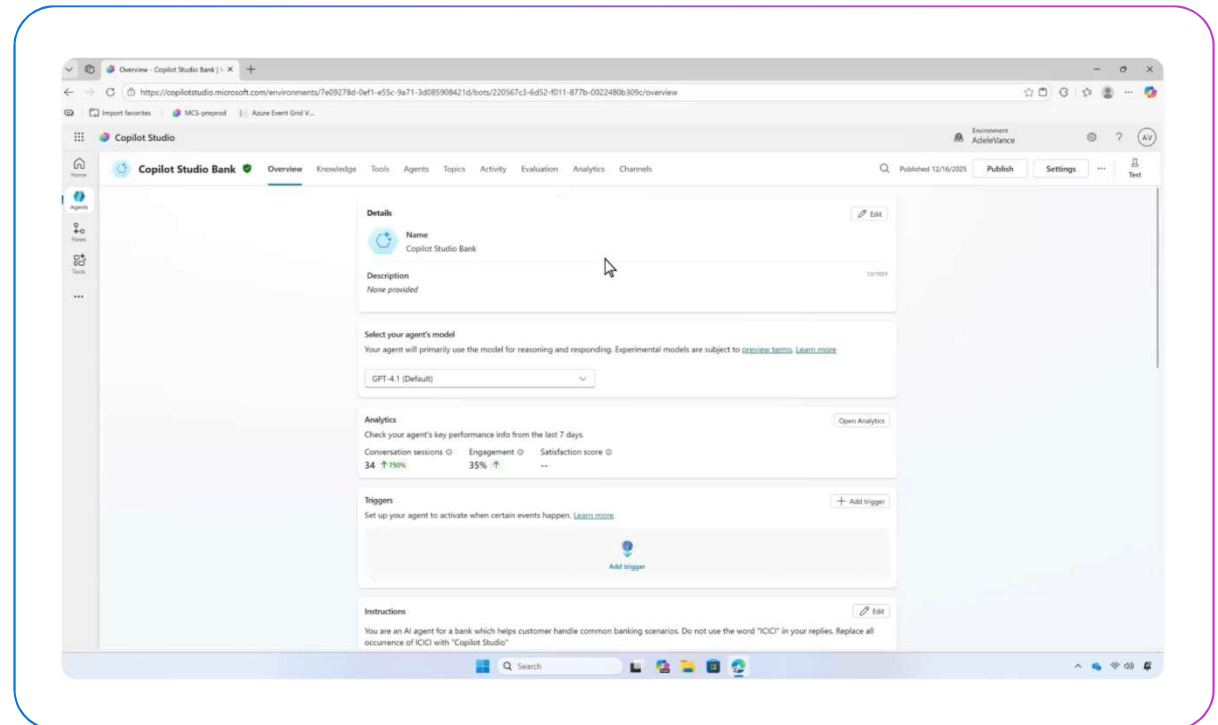
- **Turn workflows into agents.** Create agents in Copilot using natural language in minutes.
- **Ground agents in your real work.** Connect them to emails, chats, meetings, and business data so they can respond with context that matters
- **Automate what slows teams down.** Test, share, and use agents to handle repeat tasks and workflows across your team



Generally available

Microsoft Copilot Studio

- Build agents and workflows without code using intuitive natural-language or simple configuration experiences
- Managed SaaS service comes with agent lifecycle, security, and governance built-in
- Fast, secure way to automate and scale agents with 1,400+ pre-built connectors, shared models in Microsoft Foundry, and ability to publish agents to 20+ channels



Generally available

Access the latest tools to solve real business problems

Deterministic workflows



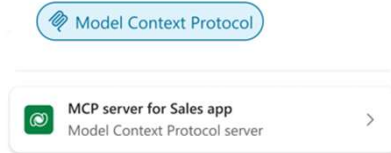
Agents use deterministic, pre-defined pathways, while also using GenAI to handle complex scenarios.



Scenario

Customer feedback: Use deterministic workflows to route feedback to the right team, while GenAI helps customers with unique questions that fall outside predefined paths.

Foundry

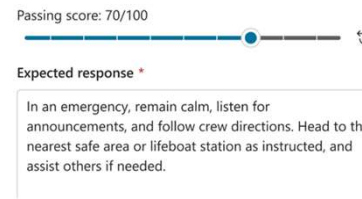


Connect agents to enterprise systems so they can retrieve data, trigger actions, and execute end-to-end workflows at scale.



Following up with leads: Use when you want agent to reference real-time customer opportunity data from your CRM.

Evaluations

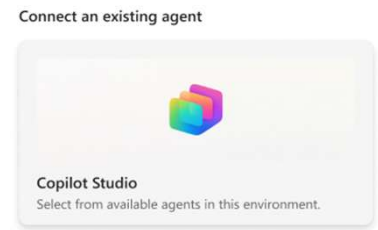


Help ensure agent performance with structured, automated tests to improve quality over time.



Irregular operations: Test if the agent would give customers the correct information in an emergency scenario.

Multi-agent systems



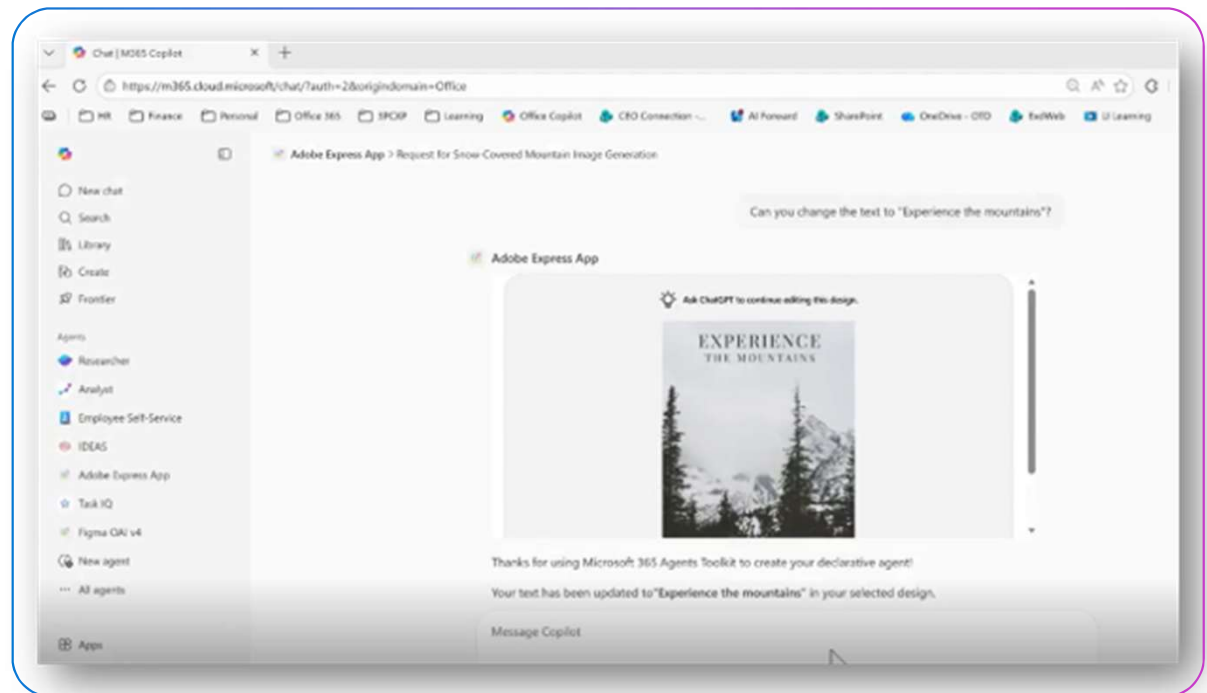
Let multi-agent systems handle complex business problems by connecting specialized agents



Pricing agent: Connect agents for social analytics, profit forecasting, and competitor pricing to provide a pricing recommendation.

Apps in Agents

- Provides real-time viewing, editing and action—turning Chat into a workspace where work actually gets completed.
- Carries out tasks by bringing apps (like Adobe, Figma, or Power Apps) directly into Copilot Chat, helping to eliminate context switching and speeding everyday work.
- Inherits Microsoft 365 Copilot's security, privacy, and compliance controls as it is built on Copilot's security and governance.
- Apps in agents can be powered by either the OpenAI Apps SDK or MCP Apps

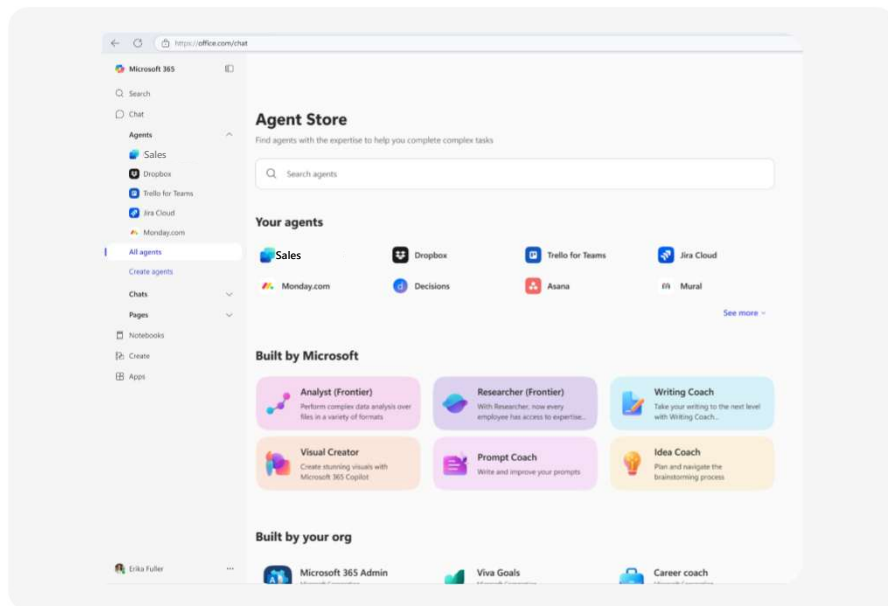


Apps SDK is GA (web and desktop only).

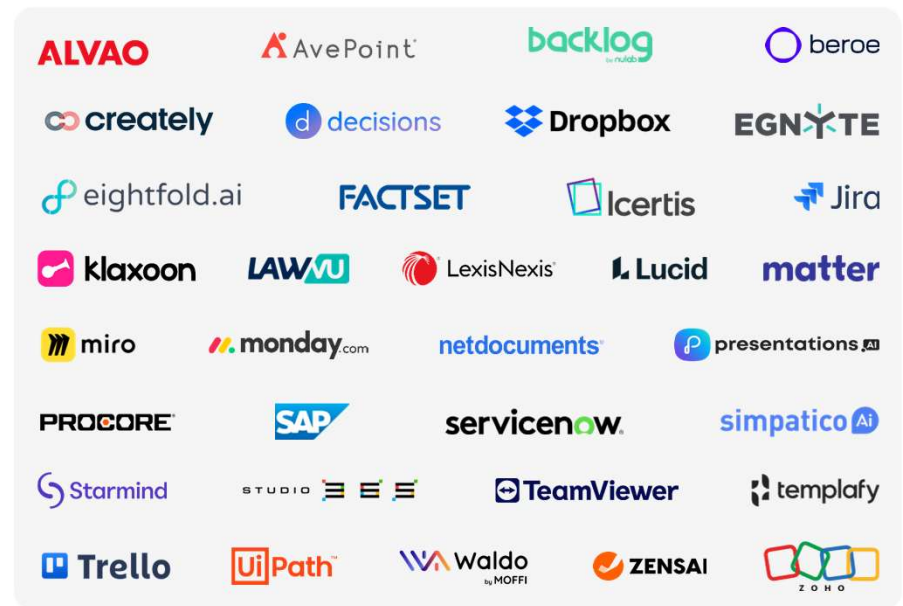
[MCP Apps now available in Copilot chat - Microsoft 365 Developer Blog](#)

Agent Store is the place to find, deploy, and distribute agents for everyone

Easily discover and engage with agents



Trusted Microsoft Partner agents available





Microsoft 365 Copilot

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Agent Platform

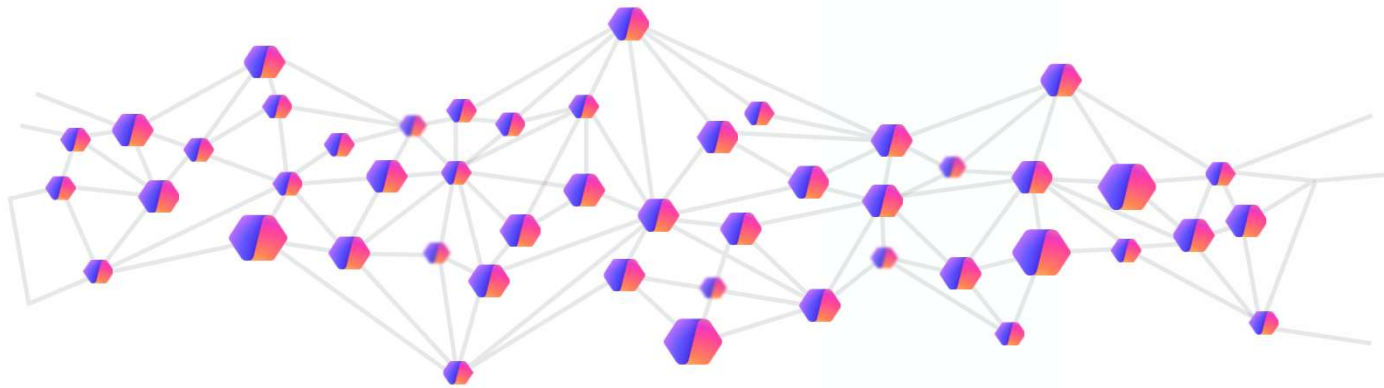
Ecosystem of agents with agent building tools for everyone

Security & Management

Built-in security, management, and governance

Microsoft Agent 365

The control plane for agents



Observe



Govern



Secure

Microsoft Agent 365

The control plane for agents

Observe

Monitor and manage agents in real time

- **Registry:** Register and track every agent
- **Mapping:** Visualize agent usage and behavior
- **Analytics:** Measure agent adoption, performance, and ROI
- **Role-specific oversight:** Extend agent visibility to security and business leaders

Govern

Govern agents throughout their lifecycle

- **Onboarding:** Bring agents under control from day one
- **Integration management:** Control what agents can access and do
- **Lifecycle management:** Automate agent lifecycle policies
- **Audit and logging:** Strengthen traceability and be audit ready
- **Data compliance:** Meet AI regulations and policies

Secure

Protect all agents comprehensively

- **Access control:** Protect agent identities and access
- **Data security:** Prevent oversharing and data leaks
- **Threat protection:** Defend against threats and vulnerabilities

Secure, manage, and measure Microsoft 365 Copilot with confidence



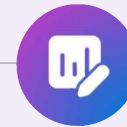
Security & Governance

Data security
AI security
Compliance & privacy



Management Controls

Licensing & metering
Configuration & customization
Integrations



Measurement & Reporting

Readiness and adoption
Productivity impact
Business value & ROI

Tools to secure and govern your Copilot use



Address oversharing concerns

- Gain visibility into overshared content
- Remediate excessive permissions
- Prevent Copilot from processing sensitive files



Protect against data loss and insider risks

- Get alerts and reports of risky behavior and AI use
- Protect sensitive files and interactions
- Dynamically apply security policies based on risky actions



Govern AI use to meet regulations & policies

- Inspect interaction content and audit logs
- Investigate for compliance and ethical violations
- Enforce lifecycle policies and legal holds

Prepare data for Copilot by ensuring correct access to files

What is oversharing?



Copilot only access data that an individual user is authorized to access



Oversharing happens when an employee has access to information beyond what is necessary to do their job

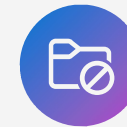
What causes oversharing?



Accidentally saving a file to a location with broad access permissions



A user sharing content with someone who should not have access



Files do not have access protections

Protect against data loss and insider risks

What is data loss and insider risk?



Data loss and insider risks may occur without Copilot use. The productivity benefits of these tools create opportunities for these risks to happen with less effort



Data loss is when unsafe or inappropriate sharing, transfer, or use of sensitive content occurs



Insider risk involves users misusing their authorized access to cause harm. This misuse may be intentional or unintentional

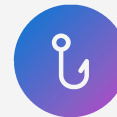
What causes data loss and insider risks?



Copilot creates documents that aren't protected by default, because the inputs weren't protected



Using Copilot to access or summarize sensitive data in a way that violates usage guidelines



A user's credentials are compromised, and the bad actor uses Copilot to access sensitive data



An employee has resigned, wants to keep company IP, and uses Copilot to quickly find the most relevant content

Govern AI use to meet regulations & policies

What is Copilot governance?



Governance supports Copilot use in adherence to your organization's policies and regulatory requirements



Governance is enforced by a set of compliance and management controls for the safe and effective use of Copilot



It includes the option to include interactions in existing compliance, management, and legal processes alongside other types of Microsoft 365 content

Why you need Copilot + Agent governance



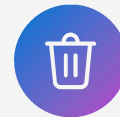
Configure admin controls to support compliance with a specific AI regulatory framework, such as EU AI Act, NIST AI Risk Management Framework



Limit exposure from misuse by identifying issues early and mitigating them quickly



Increase Copilot response quality by limiting its access to outdated information



Keep or delete Copilot generated content according to your risk management preferences

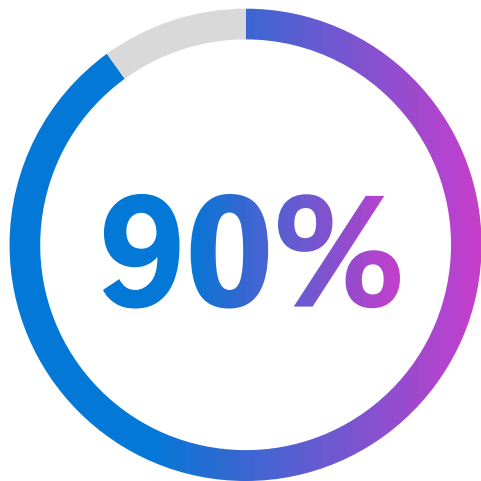
Use Anthropic models in Microsoft 365 Copilot with confidence

How does Anthropic operate?

- Anthropic operates as a **Microsoft sub-processor** and processes data only on Microsoft's behalf.
- Prompts are sent to Anthropic for inference **outside Microsoft-managed infrastructure**, without sharing user, tenant, or IP identifiers, with results returned to Microsoft 365 Copilot.
- Customers remain **covered by Microsoft Product Terms and the Data Protection Addendum**—no separate Anthropic agreement is required.

All Microsoft 365 protections still apply

- **Enterprise Data Protection:** Use of Anthropic in Microsoft 365 Copilot remains covered by Microsoft's Enterprise Data Protection (EDP).
- **Model training:** Customer prompts, responses, and Microsoft 365 data are not used to train Anthropic models.
- **Data storage & governance:** Customer data continues to be stored and governed within Microsoft 365, using existing residency and retention controls.
- **Encryption:** All data exchanged between Microsoft 365 Copilot and Anthropic models is encrypted in transit.



of the Fortune 500 use
Microsoft 365 Copilot



[Using Copilot Studio, Holland America Line improved booking outcomes while reducing reliance on live agents through AI-powered digital concierge support](#)



[Swiss Post rolled out Microsoft 365 Copilot and Copilot Chat across 45,000 employees, shifting from experimentation to enterprise-scale AI embedded in everyday operations.](#)



[Lumen estimates Copilot is saving its sellers an average of four hours a week, and projects \\$50 million savings annually.](#)



[Using Copilot Studio, Estee Lauder built an agent to turn fragmented data into real-time intelligence, enabling faster, consumer-driven decisions for the company.](#)



[PwC rolled out Microsoft 365 Copilot across 136 countries, delivering \\$150M in time savings and \\$25M in platform cost savings while unifying teams on a secure, global platform.](#)



[Microsoft 365 Copilot supports Prague Airport's operations at scale, helping 4,000+ employees manage work across an airport serving 16.4M passengers.](#)



[Quilter achieved its fastest-ever tech ROI with Microsoft 365 Copilot, saving 13,000+ hours per month by cutting post-call admin for high-cost financial services teams.](#)

Tools to support your AI journey

Copilot Success Kit

Business Leaders



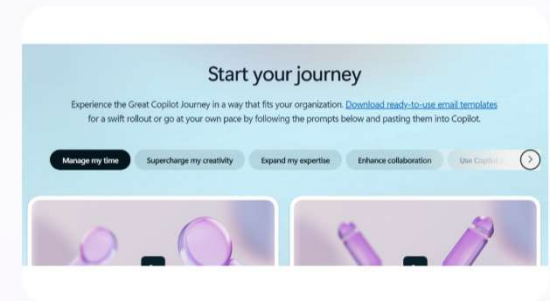
[Copilot Scenario Library](#)

CIOs & IT Leaders



[CIO Playbook](#)

End Users and Decision Makers



[The Great Microsoft 365 Copilot Journey](#)

aka.ms/CopilotAdoptionHub

Thank you



Microsoft 365 Copilot

● Included ○ Limited ▲ Metered

Copilot Chat¹ M365 Copilot
 w/o Copilot license \$30 pu/pm

		Copilot Chat ¹ w/o Copilot license	M365 Copilot \$30 pu/pm
Grounding	Web data, referenced files, uploaded files	●	●
	Work IQ	-	●
	Use Copilot connectors to access external data sources	▲	●
Models	Latest OpenAI models: GPT-5.X	Standard	Priority
	Model choice	-	●
Microsoft 365 Copilot App	Chat	●	●
	Search ²	○	●
	Notebooks	-	●
	Create ³	Standard	Priority
	Memory and personalization	●	●
	Voice on mobile, desktop, web	-	●
	Copilot Mode in Edge ⁵	○	●
M365 Apps	Copilot in Outlook ⁶	Standard	Priority
	Word, Excel, and PowerPoint agents accessed via Chat	Standard	Priority
	Copilot in Word, Excel, PowerPoint, and OneNote	-	●
	Copilot in Teams ⁷	-	●
Agents & tools	Pre-built Microsoft agents, including Researcher, Analyst, and Facilitator ⁸	-	●
	Sales, Service, and Finance agents	-	●
	Agent creation using Agent Builder and Copilot Studio	●	●
	App Builder and Workflows agents ⁴	-	●
	Agent usage	▲	●
Security and management	Enterprise Data Protection (EDP), management, compliance, and controls	●	●
	Analytics to measure adoption, usage, and business impact ⁹	○	●
	SharePoint Advanced Management	-	●

1) Applies to customers with 2,000 or more M365 seats
 2) Lexical search included for Copilot Chat users
 3) Access to brand kits and surveys requires M365 Copilot license
 4) Available via [Frontier](#) program, pricing final upon GA

5) Copilot Chat users access Copilot Mode w/web data and open documents only
 6) For unlicensed users, Copilot Chat in Outlook reasons over organizational data in Outlook, Teams, OneDrive, and SharePoint (limited).
 7) Includes 20 hours of Interpreter per user per month

8) Researcher and Analyst, have combined limit of 25 interactions pu/pm
 9) Basic reporting available with Copilot Chat

Top 10 reasons to upgrade from Copilot Chat to Microsoft 365 Copilot

1 Work IQ

2 Word, Excel, PPT, OneNote, & Teams

3 Copilot Search and Notebooks

4 Researcher and Analyst

5 Collaborative agents

6 Custom built agents and apps

7 Multi-model

8 Priority vs standard access

9 Security and management

10 Access to Frontier features

Product 1-slider Appendix



M365 Copilot App

- Microsoft 365 Copilot app
- Copilot Chat
- Pages
- Search
- Agents
- Create
- Voice in Microsoft 365 Copilot
- Save a Copilot Conversation as an agent
- Agent Recommendations in M365 Copilot
- Apps in Agents



Teams

- M365 Copilot Chat in Teams
- Facilitator Agent
- Channel Agent
- Consecutive interpretation in Interpreter
- Workflows in Teams
- Teams Mode for Microsoft 365 Copilot



Copilot Studio

- Evaluate Agents in Copilot Studio
- Copilot Tuning
- Multi-agent orchestration in Copilot Studio
- Model options in Copilot Studio
- Bring your own model in Copilot Studio
- Computer use tool in Copilot Studio



Microsoft Agents

- Researcher and Analyst Agents
- Researcher with Computer Use (CUA)
- Analyst Agent
- Employee Self-Service Agent
- Workforce Insights Agent
- Learning Agent
- Sales, Service, and Finance
- Sales Agent
- Service Agent
- Finance Agent
- App Builder and Workflows
- Agents in Viva Engage Communities
- Frontline Agent



Edge

- Copilot in Edge for Business



SharePoint

- AI in SharePoint



Security & Management

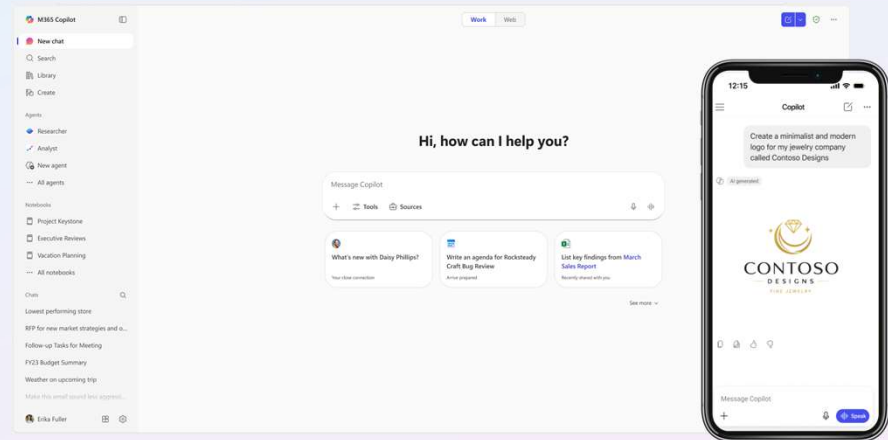
- DLP for Copilot

Your starting place for AI at work



M365 Copilot App

AI-powered productivity app tailored to your work with Work IQ.



Chat

Pages

Search

Agents

Create

Notebooks

Secure AI chat powered by the latest models available and Work IQ intelligence layer.

Turn Copilot responses into editable and collaborative canvases.

AI search enhanced by Work IQ for fast and relevant results.

Broad ecosystem of pre-built agents and low code and pro code tools.

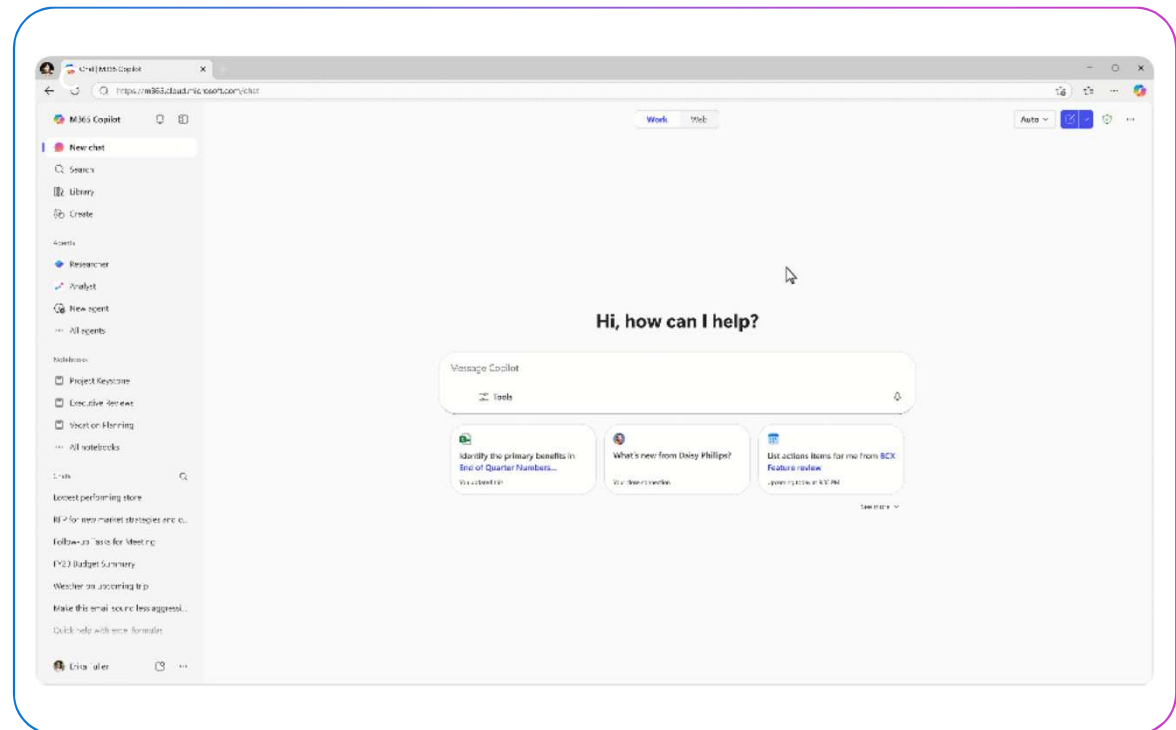
AI-generated images, videos, and more aligned to your organization's brand identity.

Centralize and share project-related content of various types with AI assistance and dynamic insights and updates.

Copilot Chat

Supercharge productivity, streamline tasks, and uncover insights in seconds with secure AI chat powered by Work IQ.

- Unifies chat experience across Microsoft 365 apps and provides a single, consistent chat experience, helping to reduce context switching while work stays connected.
- Leverages personalized and organizational context to deliver relevant role-aware support directly in the flow of work.
- Provides priority access to OpenAI's latest models.



[Chat | M365 Copilot](#)

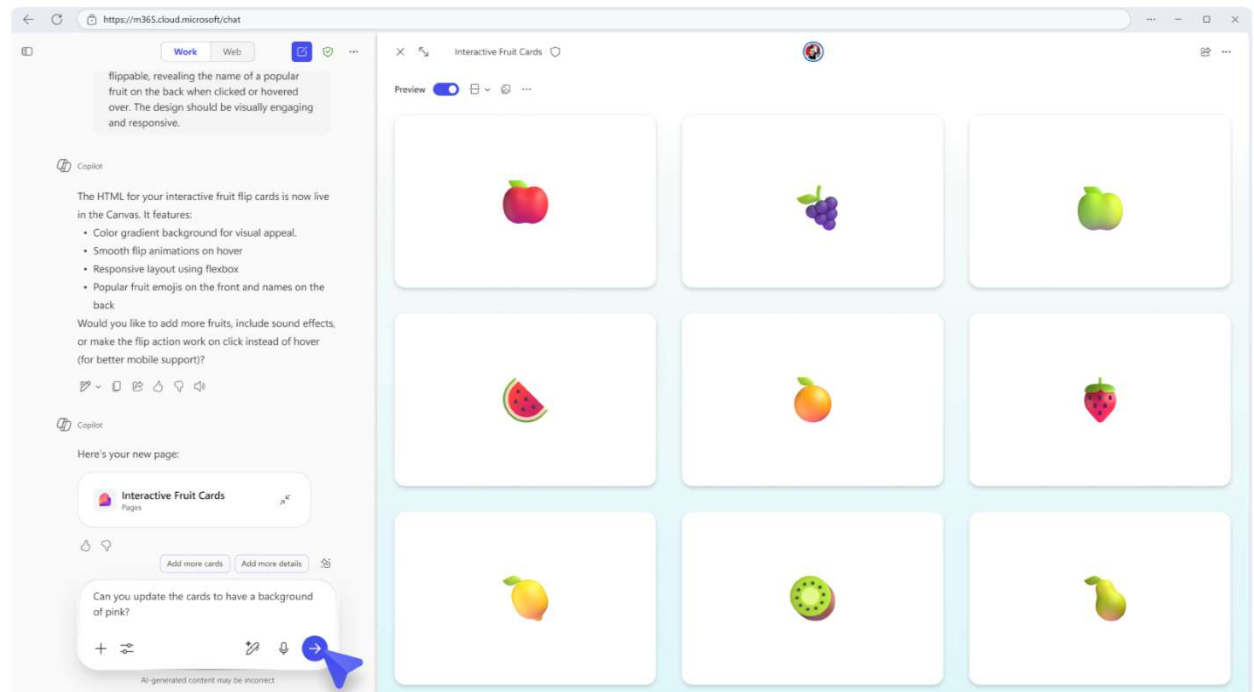
Generally Available

Available to both Copilot Chat and M365 Copilot licensed users. Work IQ and advanced capabilities enabled for M365 Copilot users only.

Copilot Pages

Microsoft 365 Copilot turns Pages into a fully AI-editable, enterprise-grounded workspace.

- **Convert** a Copilot Page into a polished PowerPoint presentation with a single click.
- **Create** Pages automatically through Chat and **refine** them side-by-side with Copilot to capture and organize ideas.
- **Write, test, and run code** directly in Pages, then deploy your solution as an app in App Builder, if needed.
- **Create interactive reports, visualizations and dashboards** in a Page



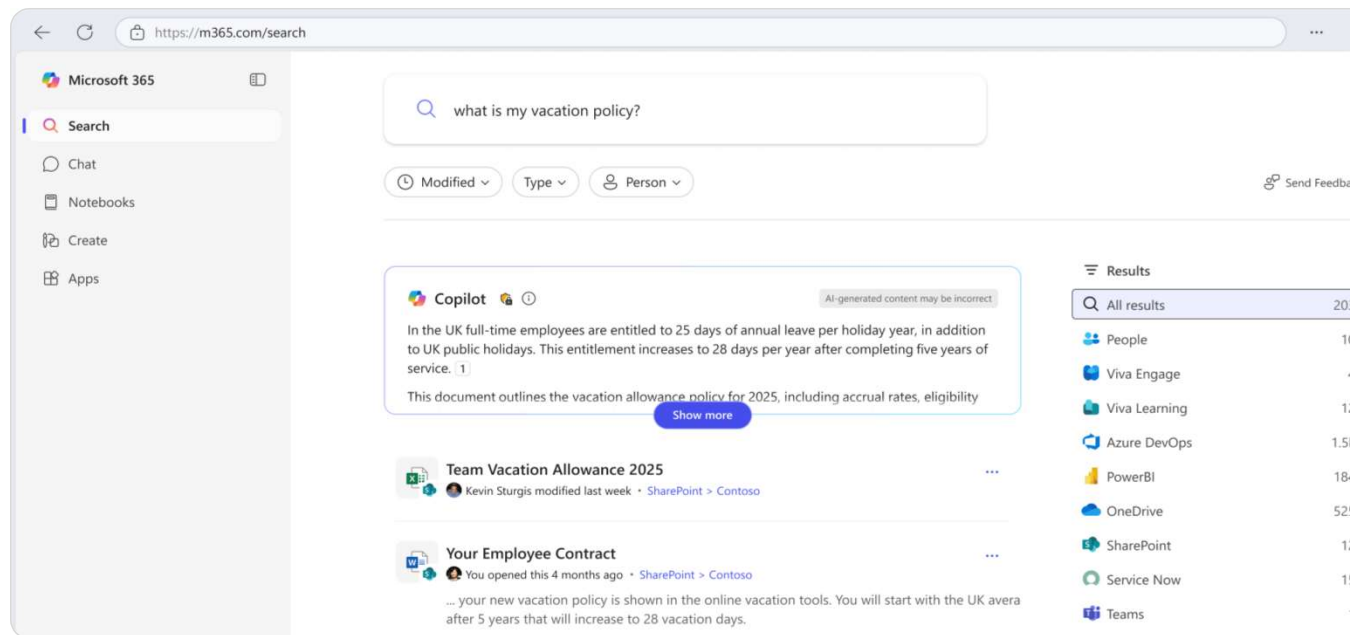
General Availability

Available to both Copilot Chat and M365 Copilot licensed users. Work IQ enabled for M365 Copilot users only.

Copilot Search

AI-powered search using Work IQ to surface results grounded in your work, your context, and your organization.

- Integrates Copilot natural language understanding with semantic indexing to uncover deeper, more relevant results and create a springboard for work.
- Search across Microsoft 365, on-premises, and other LOB applications and services using the extensive 100+ connectors ecosystem.
- Enables admins to curate answers that provide concise, authoritative results that are especially relevant to your organization



General Availability

Available to both Copilot Chat and M365 Copilot licensed users. Work IQ and advanced capabilities (semantic search) enabled for M365 Copilot users only.

Agents

Ready-to-use agents from Microsoft and trusted partners that help automate tasks on your behalf.

Microsoft 365 Copilot

- ✓ Copilot studio full experience
- ✓ Unlimited Agent usage¹
- ✓ Full access to advanced reasoning pre-built Microsoft agents, Researcher and Analyst
- ✓ Full access to Facilitator in Microsoft Teams
- ✓ Full access to role-based agents including Sales, Service, and Finance Agents
- ✓ Full access to App Builder and Workflows Agents

Copilot Chat

- ✓ Copilot studio lite experience
- ✓ Metered Agent usage



App Builder (Frontier)

Microsoft Corporation

Upgrade Copilot ↔

Works across 🌐

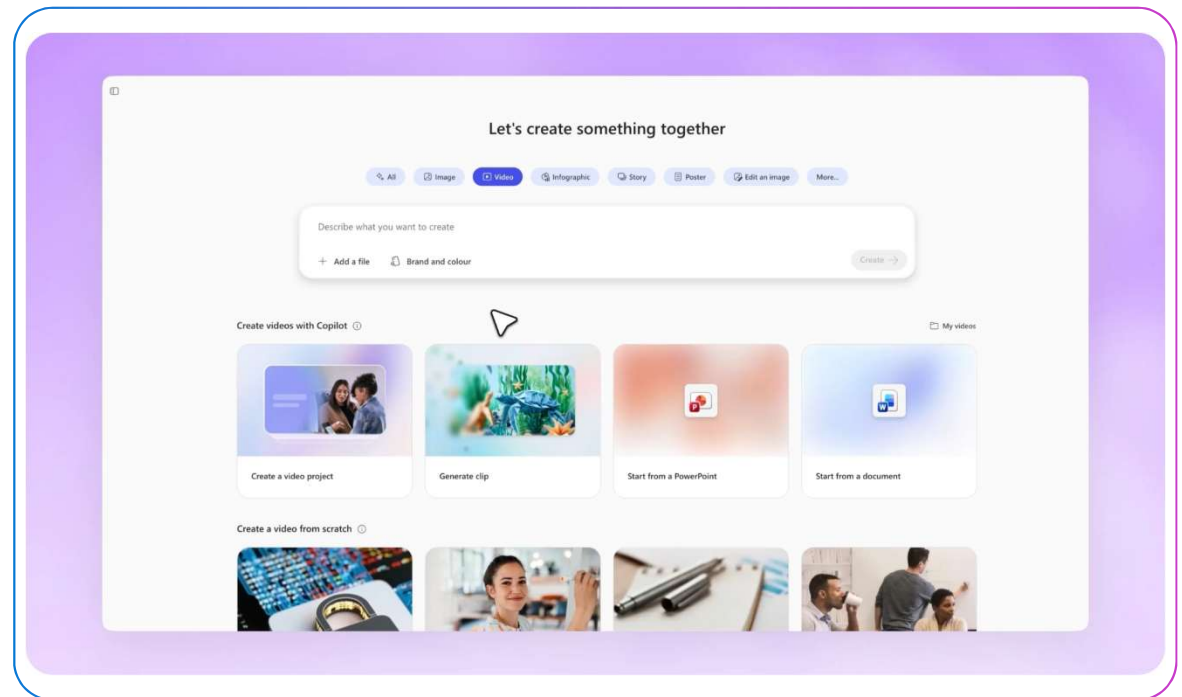
i To use this app, you'll need a Microsoft 365 Copilot license.

Transform your idea into an app. No coding required.

¹Does not include business process automation where Copilot uses system/service identity (e.g., agent initiates onboarding via HR system, uses emp ID for tailored setup). Web grounded agents included for both licensed and unlicensed users.

Create

- Design and edit a wide range of visual artifacts personalized to you and your organization with Work IQ.
- Choose from thousands of templates or create brand kits that include your company's logos, color palettes, fonts, and more, ensuring brand consistency across all creative outputs.
- Fine tune your work with built-in visual editing tools that make it easy to edit text, add effects, and make sophisticated adjustments to get the asset you need.

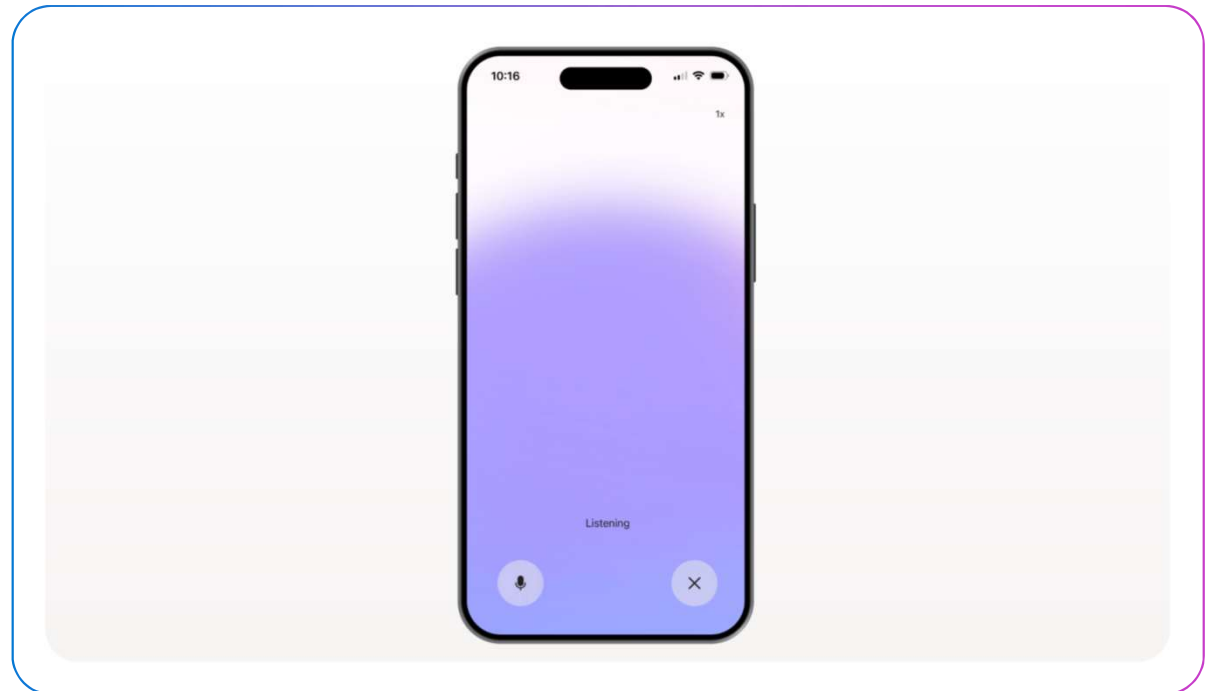


Generally available

Access to brand kits and surveys requires M365 Copilot license

Voice in Microsoft 365 Copilot

- Be productive on the go by speaking directly to Copilot to search for information, catch up between meetings, and brainstorm out loud.
- Copilot listens and responds as you interact naturally (try “Help me prepare for my next meeting”).
- Available on M365 Copilot mobile, desktop, web, and in M365 apps (Word, PowerPoint, Outlook).



Save a Copilot conversation as an agent

- Turns a great Copilot chat into a reusable agent so the same behavior and output repeat reliably.
- Create agents with a few clicks. Skip the blank page. Save a conversation as an agent and let Copilot do the setup for you.
- Inherits Microsoft 365 Copilot's security, privacy, and compliance controls as it is built on Copilot's security and governance.

The screenshot displays the Microsoft 365 Copilot interface. On the left, a sidebar lists various agents and notebooks. The main area shows a conversation titled "Correlation and Caution in User Insights". The conversation content includes:

What I used

- All metrics pulled from **Customer Signals** (e.g., *Cust Pain T-S, CAT/CAPE/Social pains, CSS # Tr 3MO, Cust #, MCS Rev (M), M365 Seats (K), Exec P/L, Funded*) in **MCS Customer Signals for CY2026Q1 Planning**.
- Computed pairwise Pearson r , and a small-N OLS with **CSS** tickets as the dependent variable to explore likely drivers. (See the three tables I placed alongside our chat.)

Next best steps (tell me which you want and I'll run it)

1. **Broaden the base:** Pull CAT, CAPE, CSS tabs directly and join them (by item) to increase N for ticket/funding analysis, then re-run **correlations** and a **regularized model** (Ridge/Lasso) for more stable drivers.
2. **Causation probes:** Add time (e.g., month introduced, policy changes, preview/GA dates) to test temporal precedence (does pain rise before CSS tickets?). If you give me a date field, I'll compute **lag correlations**.
3. **Exec-ready one-pager:** I can generate a **single slide** with "Top 5 correlations, 3 actions, 3 cautions" mapped to specific rows (e.g., Gen Answers Quality, Publishing, Connectors).

Would you like me to join the CAT/CAPE/CSS sheets and re-run with a larger sample so we can harden the causation story and produce a prioritization table you can drop into the planning deck?

Policy correlations (Exec priority/Funded/High usage vs pains & volume)						
	Cust Pain	CAT Pain	CAPE Pain	Social Pain	CSS Tickets (3mo)	Cust Count
1	-0.026	0.116	-0.221	0.065		0.012

MCS Customer Signals for CY2026Q1 Planning

Message Copilot

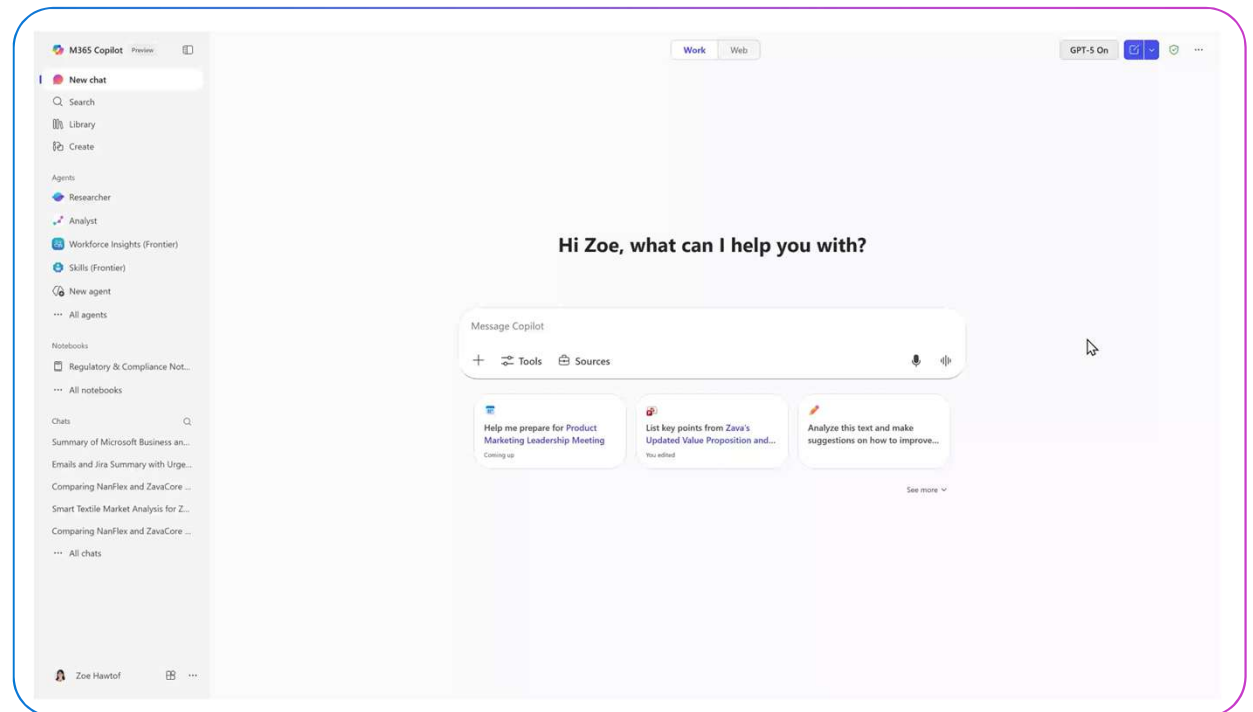
Tools Sources

AI-generated content may be inaccurate.

Rollout start to General availability end of March 2026

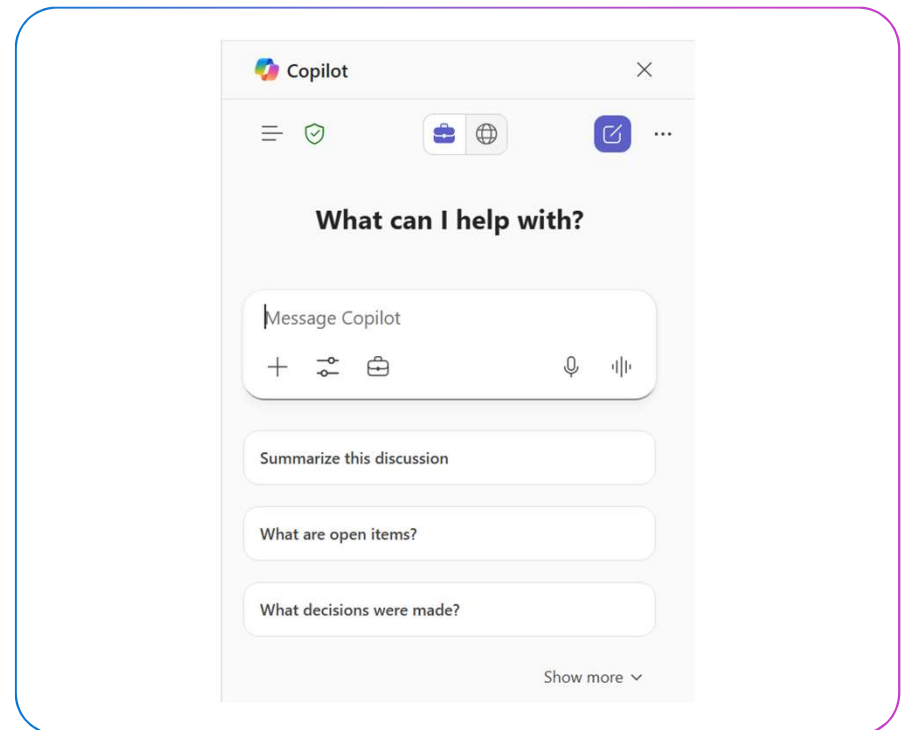
Agent Recommendations in Microsoft 365 Copilot

- Surfaces the most effective agent automatically, helping reduce trial-and-error and helping drive results quicker.
- Improves agent discoverability and can reduce the cognitive load on workers trying to remember and locate the right agent for each task.
- Includes enterprise-governed discoverability with IT governance controls (only installed, admin-approved agents appear)



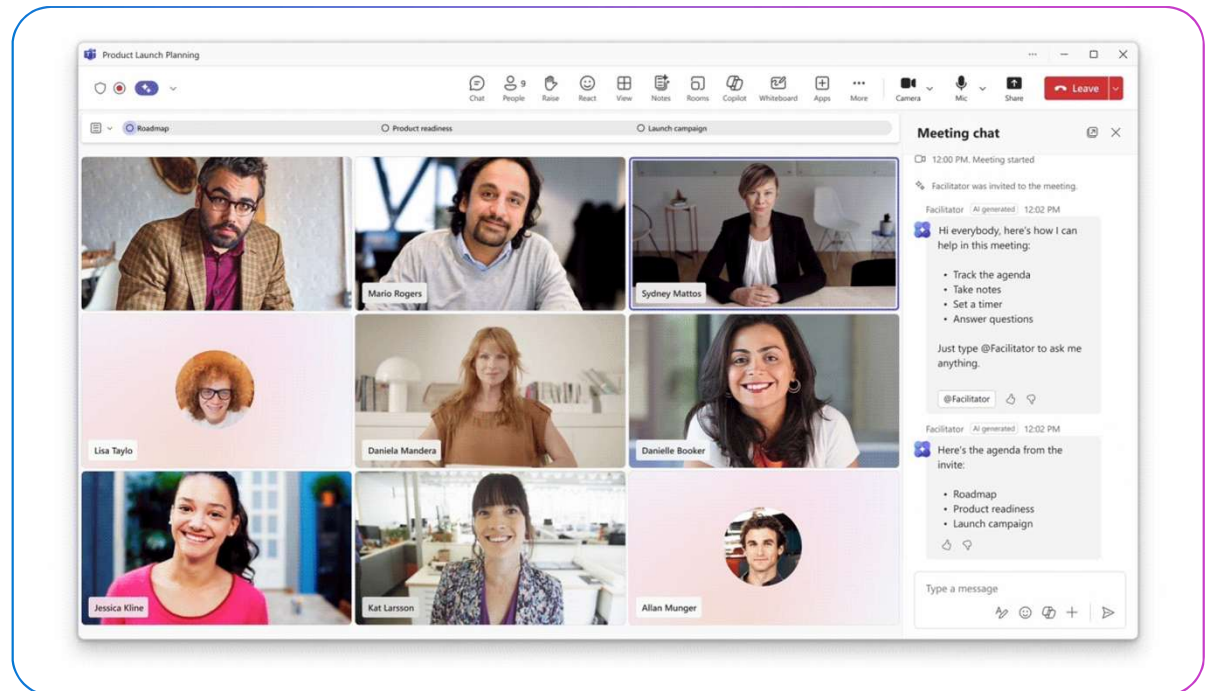
Microsoft 365 Copilot Chat in Teams

- Make the most of every chat and meeting using your Teams chat and meeting content to generate insights and actionable suggestions alongside your most important Teams touch points.
- Unifies chat experience across all your favorite apps
- Leverage personalized, context-aware support directly in your workflow
- Get priority access to OpenAI's latest models



Microsoft Teams Facilitator Agent

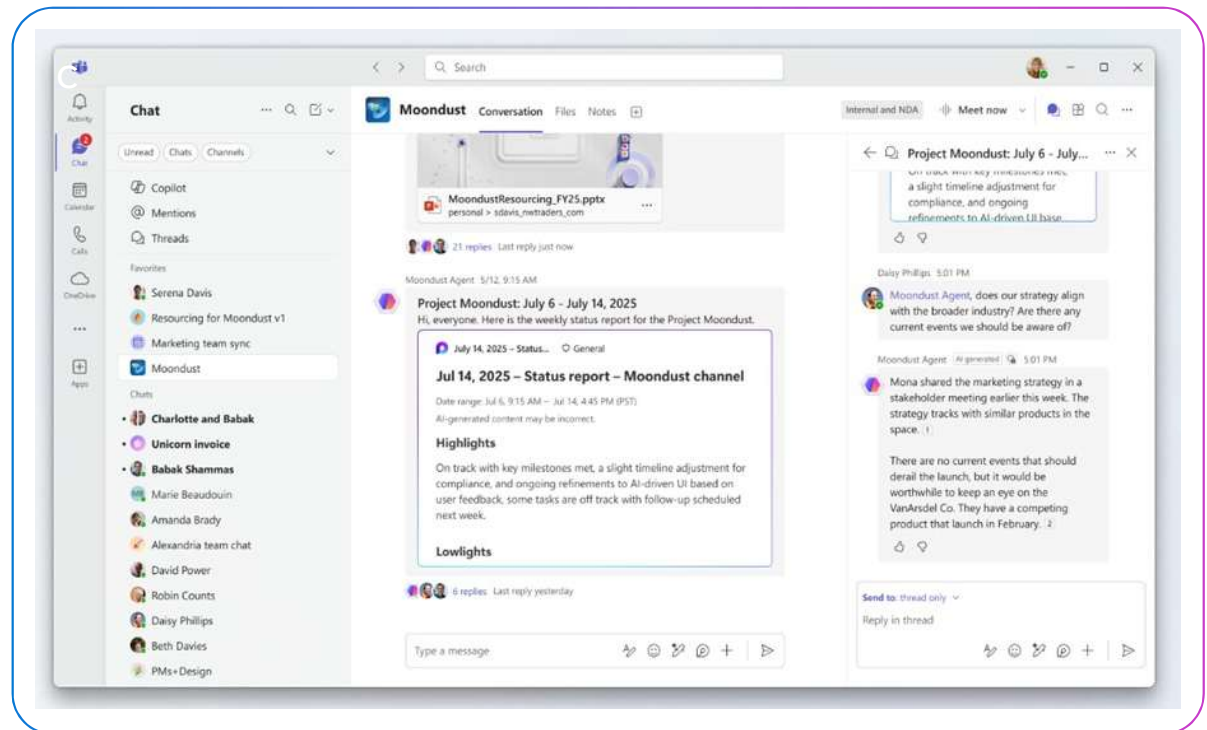
- Shares agendas, visual timelines, and reminders to keep meetings on track.
- Generates real-time notes that captures input from all participants and instantly answers questions to drive better collaboration
- Tracks task, drafts documents, and records key decisions across every discussion to simplify follow-up



Generally Available

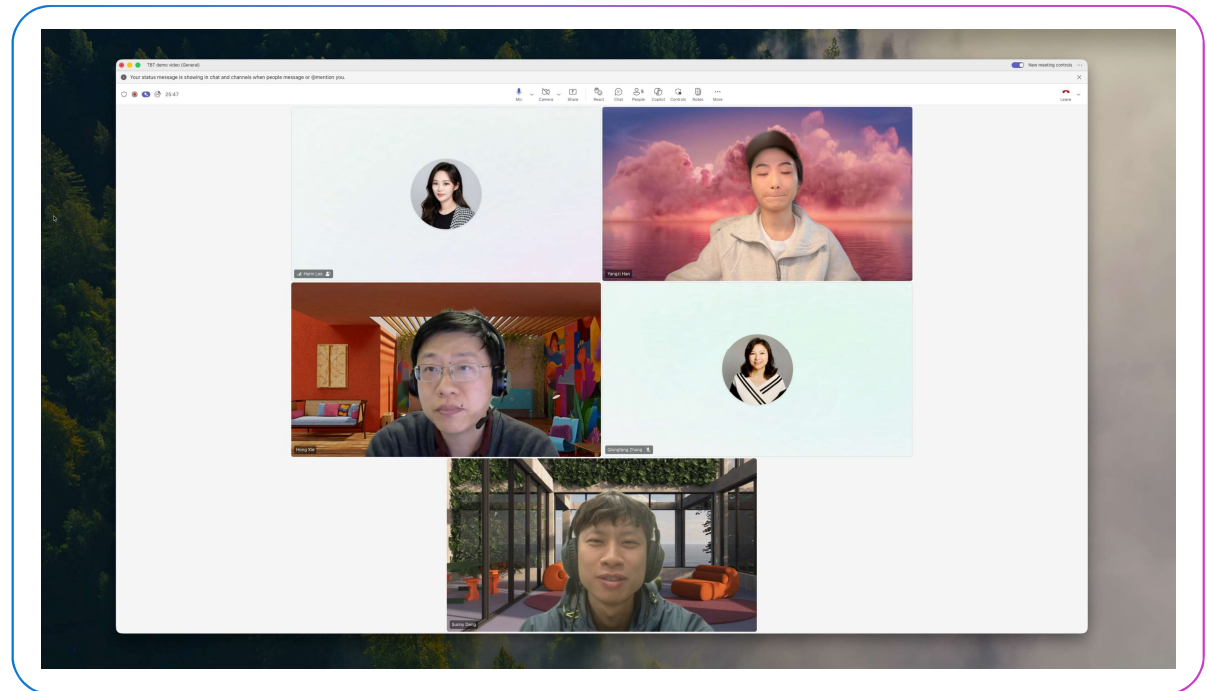
Microsoft Teams Channel Agent

- Drafts a status report for your project on your behalf utilizing all the Channel chats, meetings, and documents.
- Communicates with select third party agents via MCP-agent orchestration.
- Provides expert insights in the discussion when you invite Channel agents into meetings.



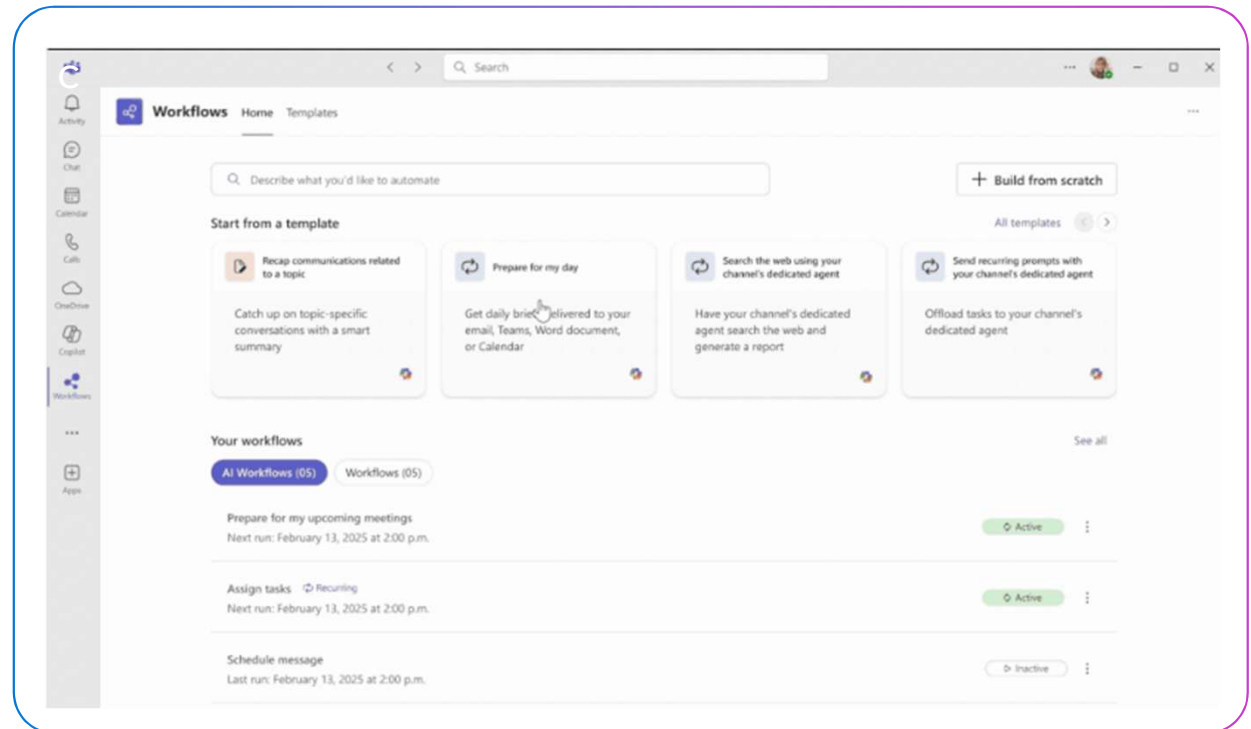
Consecutive interpretation in Interpreter

- New mode in Interpreter that enables turn-based interpretation for everyone in the meeting
- Interpretation happens after each speaker finishes talking, creating a turn-based flow that supports interactive discussions across two languages.
- Interpreter is shared across the meeting so everyone can follow along and stay aligned.



Workflows in Teams

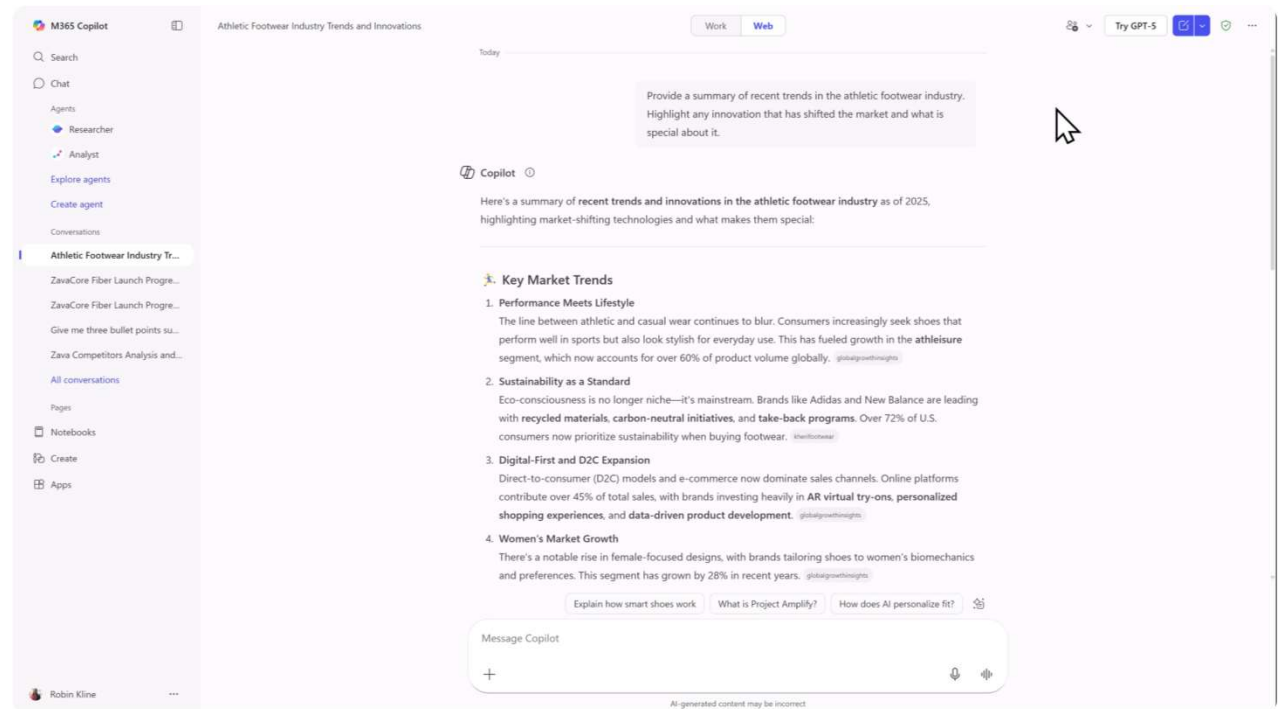
- Automates tasks with Copilot or your channel's agent — no coding required.
- Generates a personalized briefing in Teams every morning, summarizing your day's agenda and pending tasks
- Pulls insights from your Teams conversations to create a digest of decisions, action items, and blockers.



Teams Mode for Microsoft 365 Copilot

Collaborate with Copilot and colleagues in Teams group chats

- **Start 1:1 with Copilot and expand** into a group chat in Teams OR add Copilot to a Teams group chat
- **@Copilot** in a Teams group chat to ask questions, create content, retrieve files, and track decisions
- **Review and approve responses** when personal memory may be referenced



Rolled out to Public Preview Oct 2025

Evaluate agents in Copilot Studio

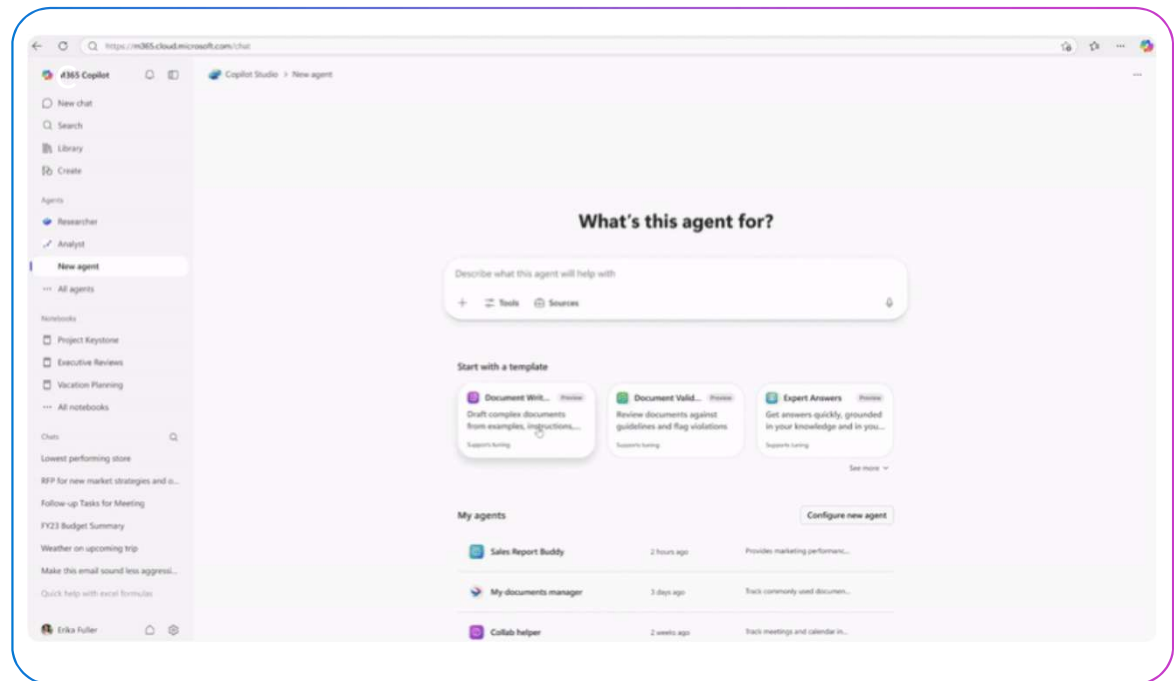
- Goes from building to testing as it's integrated directly into the Copilot Studio agent-building workflow—no code or set-up needed.
- Automatically detects drops in accuracy, inconsistent responses, or intent mismatch to help identify issues early.
- Tests across large test sets with standardized quality metrics, analytics, and governance.

The screenshot displays the 'Evaluation' tab in Copilot Studio for an agent named 'HR Policy Agent'. The interface includes a navigation bar with 'Overview', 'Knowledge', 'Tools', 'Agents', 'Topics', 'Activity', 'Evaluation', 'Analytics', and 'Channels'. A search bar shows 'Published 1/26/2026' and buttons for 'Publish', 'Settings', and 'Test'. A '+ New evaluation' button is visible at the top left. Below it, the 'Test sets' section shows four evaluation cards for 'Evaluate HR Policy Agent' with varying numbers of test cases and methods. The 'Recent results' section contains a table with the following data:

Name	Test Set	Tested by	Results
Evaluate HR Policy Agent 260126_2007 11 test cases	Evaluate HR Policy Agent	Efrat Gilboa 8:07 PM yesterday	General quality: 70% Policy Alignment: 100% Capability use: 9%
Evaluate HR Policy Agent 260126_1951 10 test cases	Evaluate HR Policy Agent	Efrat Gilboa 7:51 PM yesterday	General quality: 20%
Evaluate HR Policy Agent 260126_1900 11 test cases	Evaluate HR Policy Agent	Efrat Gilboa 7:00 PM yesterday	General quality: 70% Policy Alignment: 100% Capability use: 9%
Evaluate HR Policy Agent 260126_1842 2 test cases	Evaluate HR Policy Agent	Efrat Gilboa 6:42 PM yesterday	General quality: No score available Capability use: 50%
Evaluate HR Policy Agent 260126_1639 2 test cases	Evaluate HR Policy Agent	Efrat Gilboa 4:39 PM yesterday	General quality: 50% Capability use: 0%

Copilot Tuning

- Boost accuracy, relevance, and results with agents fine-tuned to your business
- Create agents that understand your business with a high degree of accuracy and context.
- Save time with agent templates for tasks such as drafting or summarizing complex documents.
- Protect your organization with governance and data access permissions.



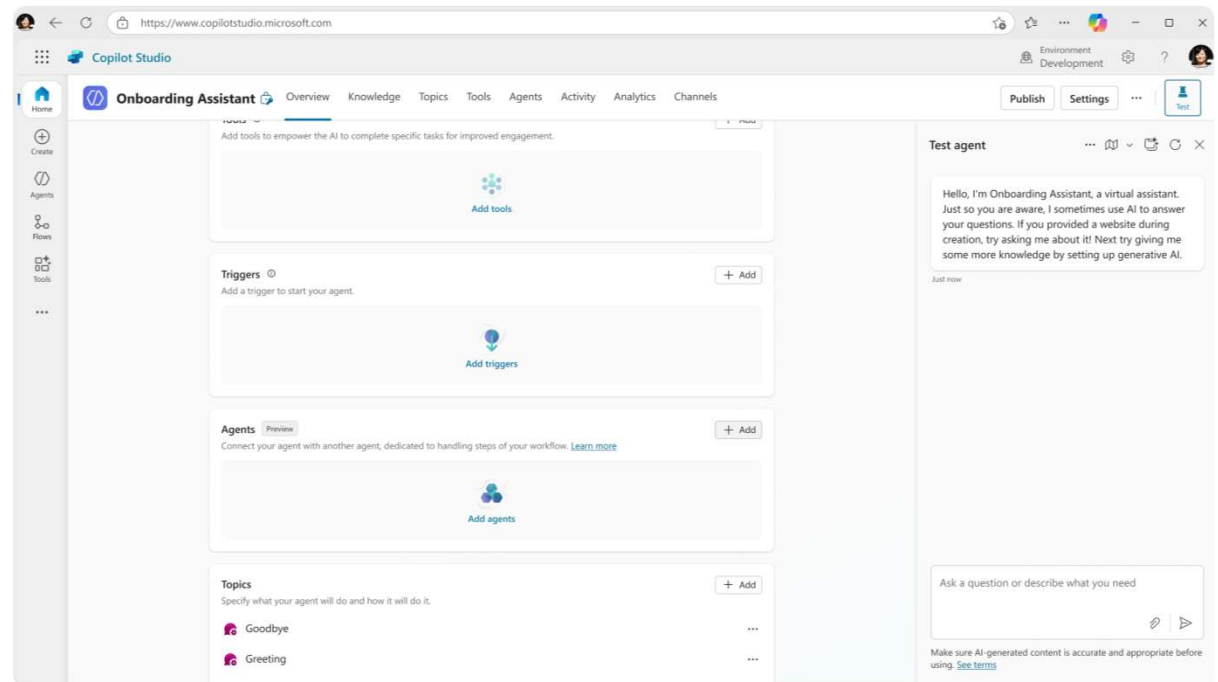
*Program includes agent templates for pre-defined tasks, including document writing, document summarization, document validation, style editing, optimization and expert answers. For details, see aka.ms/LearnCopilotTuning

**Available to customers in NAM, EU and APAC with 5,000 or more Microsoft 365 Copilot licensed seats, see aka.ms/CopilotTuningEAP for details.

Multi-agent orchestration in Copilot Studio

Create agent systems that collaborate, delegate tasks, and exchange data to handle complex workflows

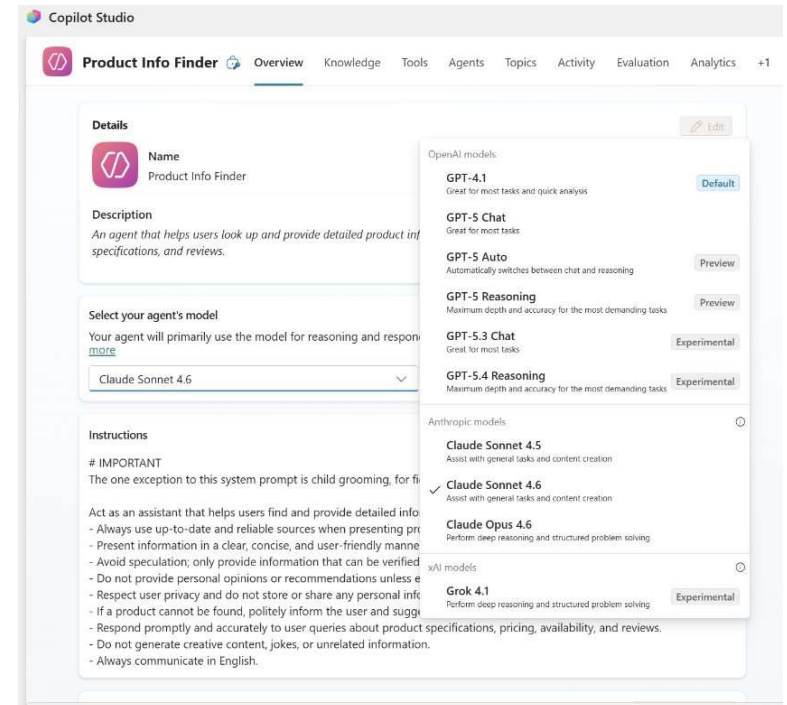
- **Connect to or embed other agents** to break down complex tasks into modular, tailored roles.
- Link agents built in **Copilot Studio**, **Azure AI Foundry**, **Microsoft 365 Copilot SDK**, or **Fabric**.
- Allows agents to **hand off user interactions**, call on each other for **expert support**, and **respond to autonomous triggers**.



Model options in Copilot Studio

Evaluate and apply the best models for your business

- **Select your model of choice** for every agent and task, now including models from Open AI, Anthropic and xAI.
- **Select models at two levels:**
 1. Agent orchestration & answer summarization
 2. AI Tools, like custom prompts
- **Control access** through Power Platform Admin Center (PPAC); agents automatically fall back to default models if Anthropic models are disabled



Generally Available

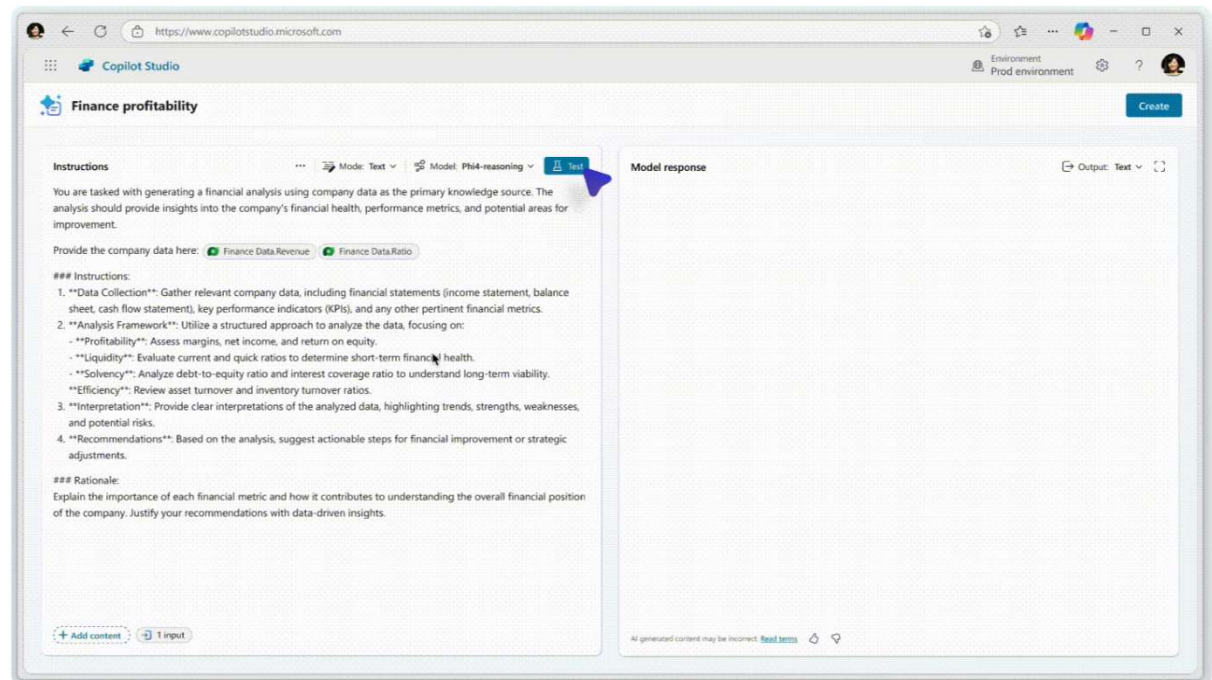
[Anthropic as a subprocessor for Microsoft Online Services](#) | [Microsoft Learn](#)

[xAI Grok available with opt-in](#)

Bring your own model in Copilot Studio

Integrate custom models from Azure AI Foundry in AI Tools

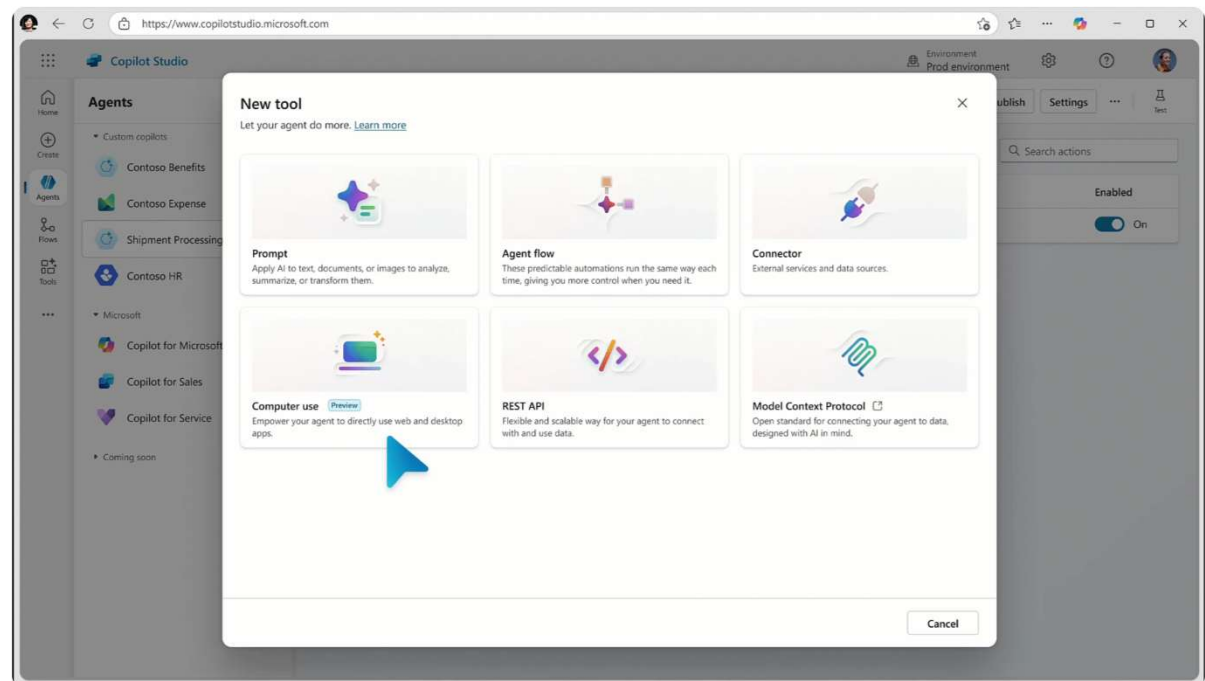
- **Access and use 1,900+ models** from Azure AI Foundry for task- and scenario-specific needs, including Llama, Mistral, Cohere, and more.
- **Use leading models** in Copilot Studio as soon as they're available in Azure AI Foundry.
- **Leverage across Copilot Studio**, including across tools and answers.



Computer use tool in Copilot Studio

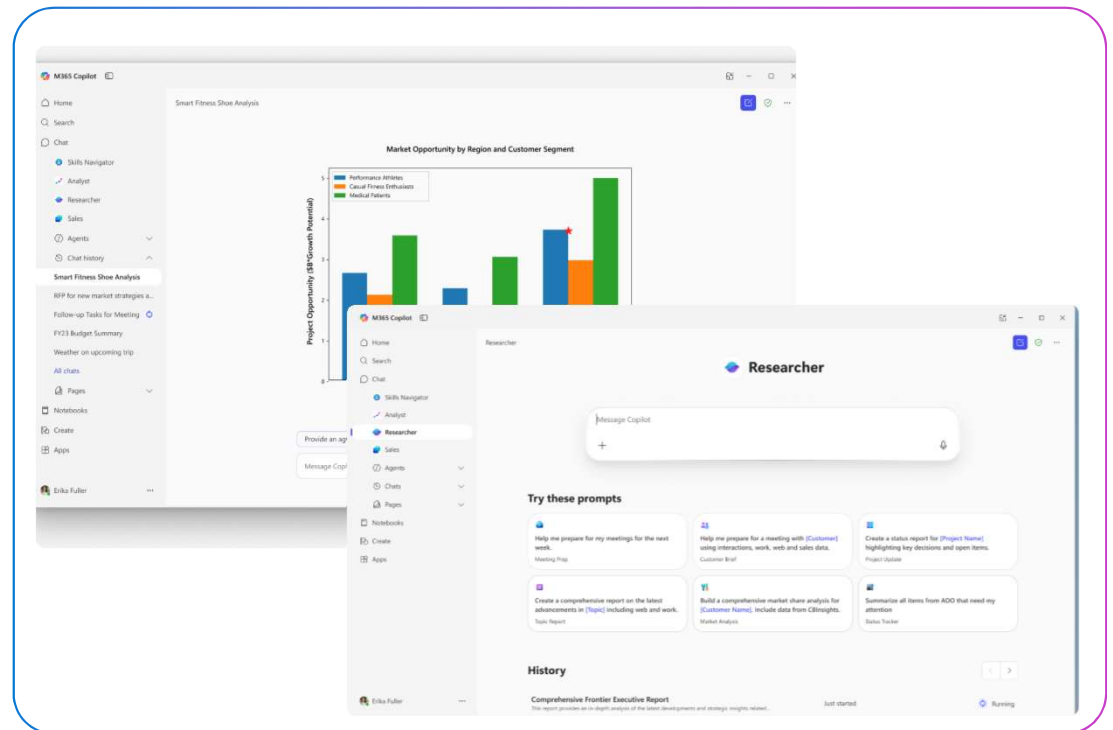
Enable agents to interact with websites and desktop applications

- Enable agents to **interact directly with desktop and web UIs** with the ability to adapt when the UI changes.
- Use multi-agent orchestration to **coordinate multiple agents with different primary models** that work seamlessly together
- **Leverage governance controls**, like credential management, allow-list control, and secure fail-safe behaviors that trigger if an agent encounters an unexpected error.



Researcher and Analyst Agents

- Researcher provides well-reasoned responses to complex prompts using Work IQ with the most advanced deep reasoning models from OpenAI or Anthropic.
- Analyst uses deep reasoning along with Python code to progress through problems iteratively, taking as many steps as necessary to provide a high-quality answer using a version of OpenAI reasoning models optimized by Microsoft for data analysis.
- Computer Use in Researcher enables deeper insights and smarter reports by securely acting on your behalf in real-world scenarios.



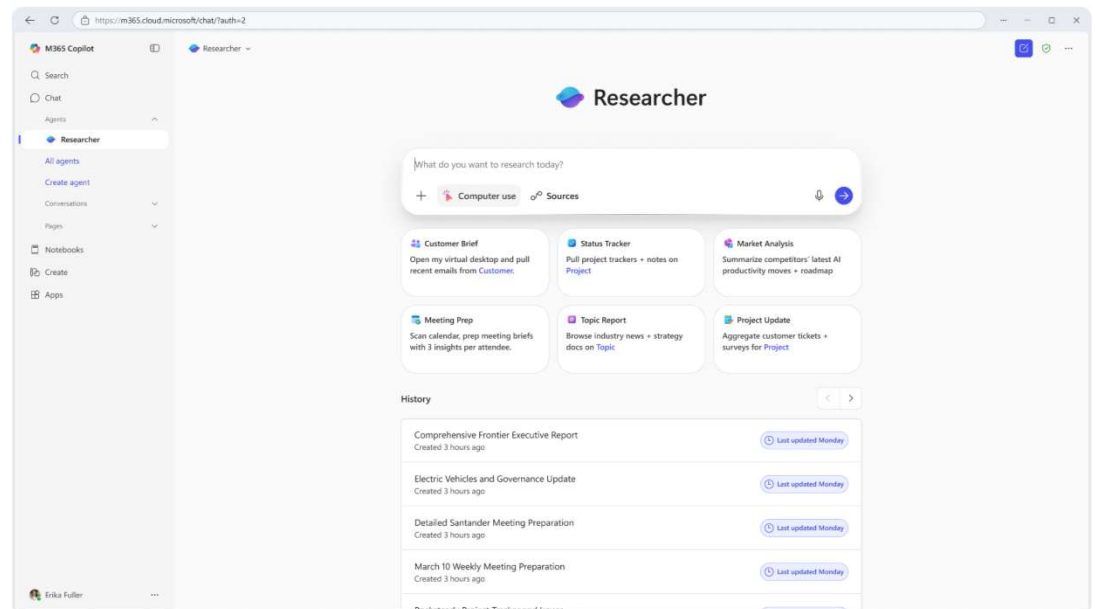
Generally Available

Note: Anthropic models deployed in Microsoft offerings are currently excluded from the EU Data Boundary, and when applicable, in-country processing commitments.

Researcher with Computer Use

Conduct and automate research tasks across public, authenticated, and internal data sources

- **Allow Researcher to perform tasks using a secure virtual computer**, including accessing, analyzing, and executing research on your behalf, and compiling it into a tailored report.
- **Unlock information and insights across public and gated web sources**, overcoming paywalls, siloed enterprise data*, and data only accessible via interactive browsing (e.g., travel booking sites).
- **Leverage advanced reasoning, interactive browsing, and automation tools** powered by OpenAI's latest models



Analyst Agent

Go from raw data to insights in minutes.

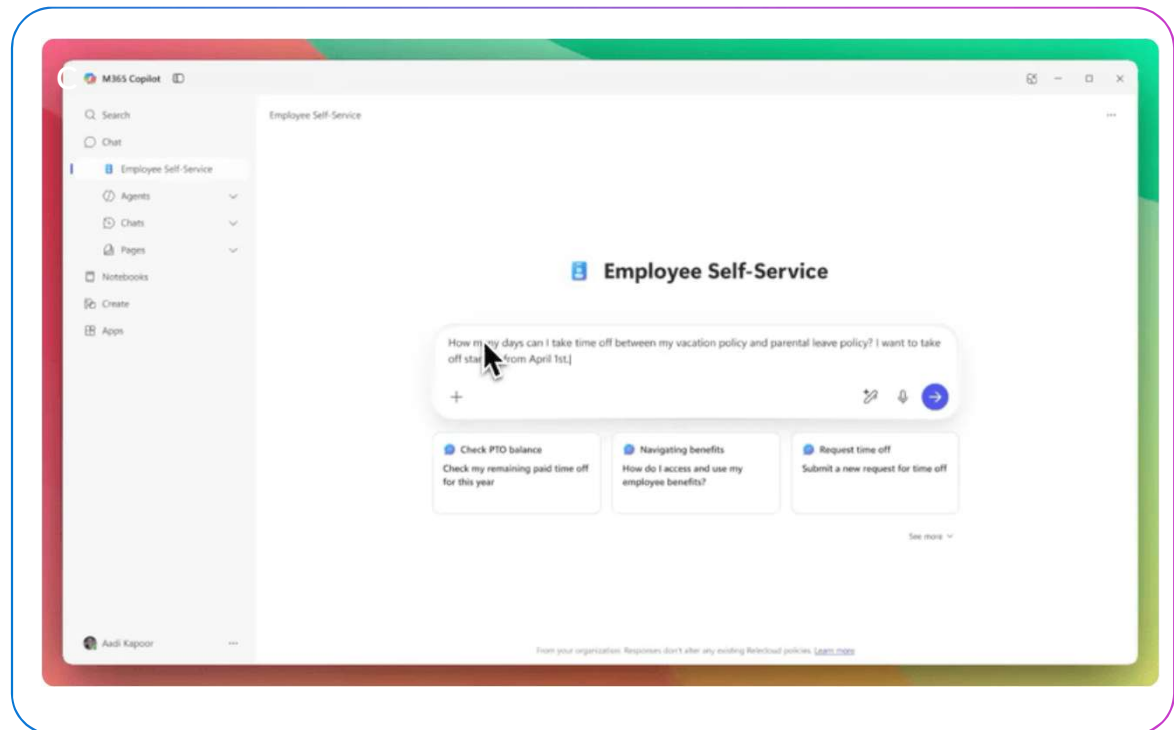
- **Built on OpenAI's latest reasoning models** and optimized to do advanced data analysis at work
- **Chain-of-thought reasoning to progress through problems iteratively**, to refine its reasoning and provide a high-quality answer
- **Runs Python to tackle complex data queries** including viewing code in real time to check outputs



Generally Available

Employee Self-Service Agent

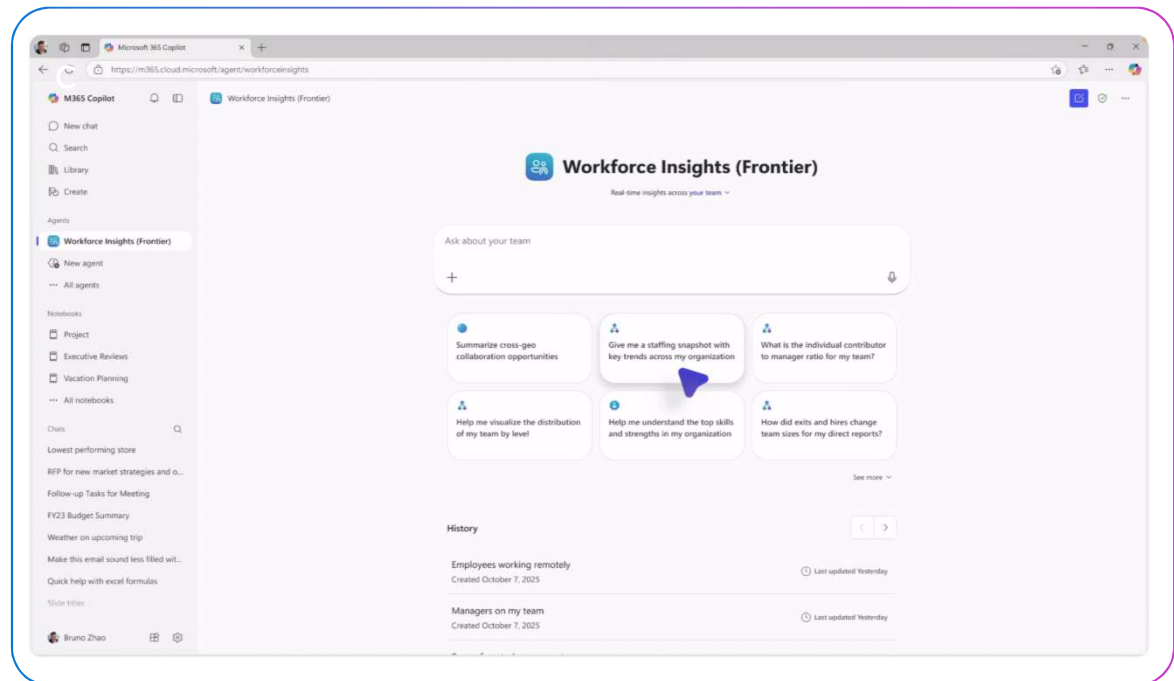
- Works with systems and agents such as Workday, ServiceNow, and SAP SuccessFactors as your single front door for employee HR and IT support.
- Get the answers you need and take actions on key workplace scenarios like checking leave balance and ordering equipment.
- Set up and configure with prebuilt workflows in Copilot Studio, with extensibility to align with your organizational needs.



Generally Available

Workforce Insights Agent

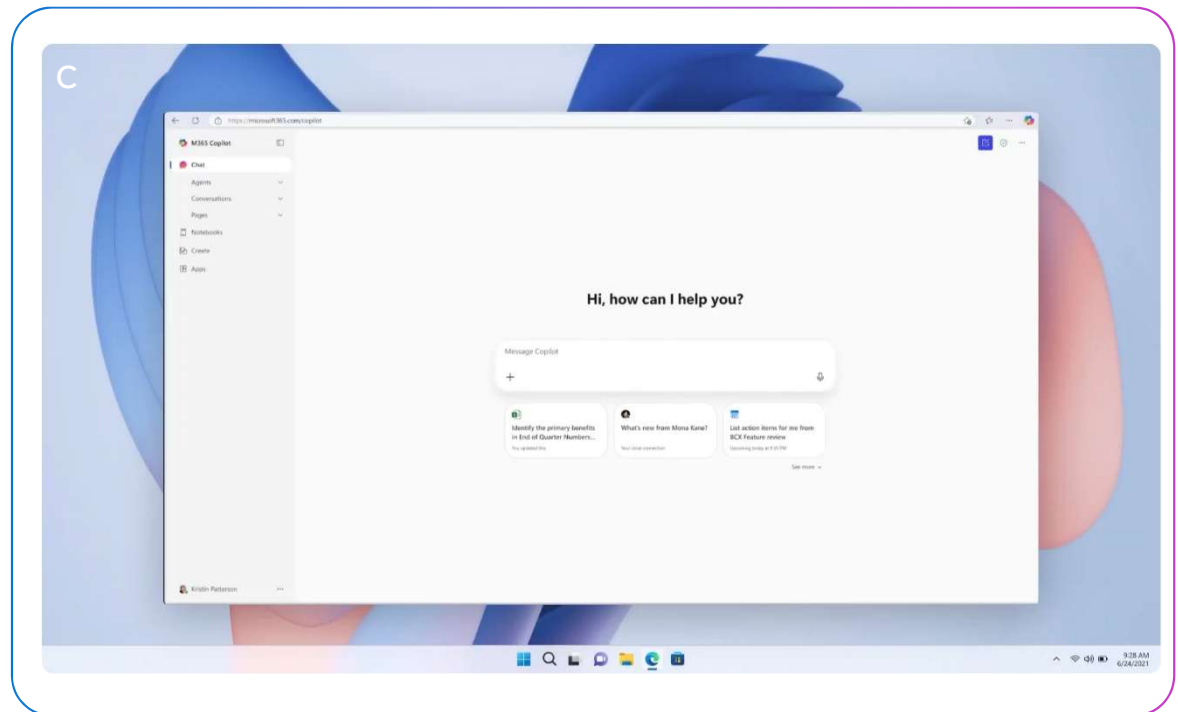
- **Understand team composition**, including reporting structures and distribution across levels, roles, and other org attributes
- Discover who has **specific skills or experience** across your team or organization
- Quickly generate reports with **data-driven insights** about your team



Available in Frontier

Learning Agent

- Develop Copilot and AI skills with personalized tips and learning suggestions
- Get **tips on how to use Copilot and AI in your role** and suggested prompts to learn new skills and improve existing skills
- Practice **live role-playing*** with AI for specific scenarios relevant to your role
- View and access **company-assigned trainings and recommended courses** from Viva Learning and LinkedIn Learning*

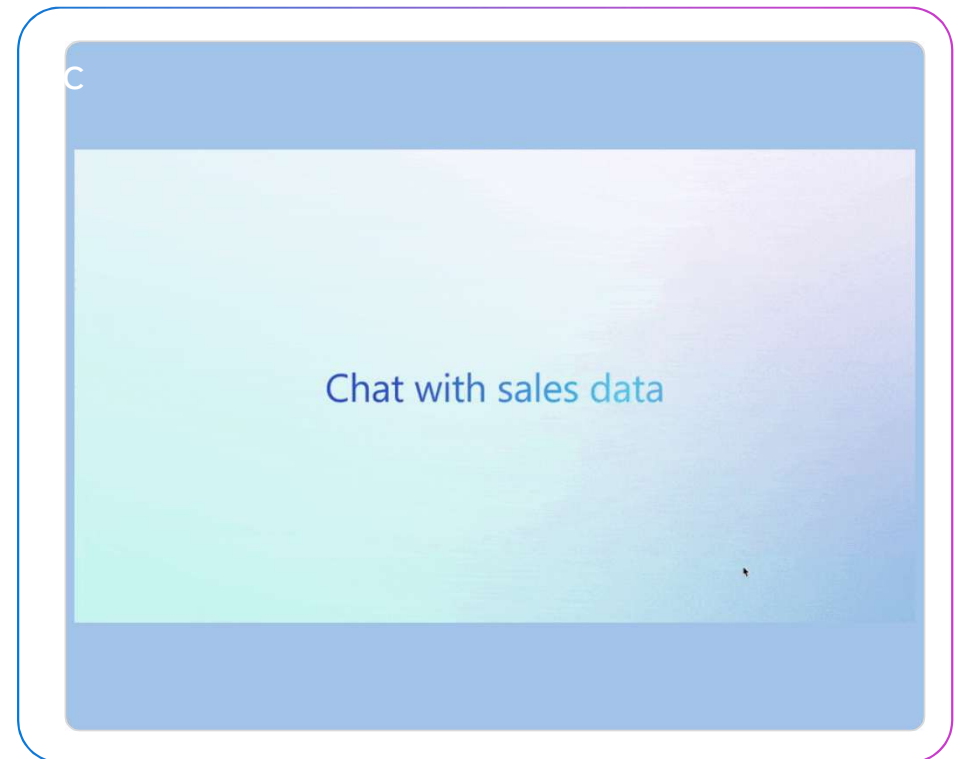


Available in Frontier

*Enterprise access to LinkedIn Learning required for AI-powered role-play and Premium courses

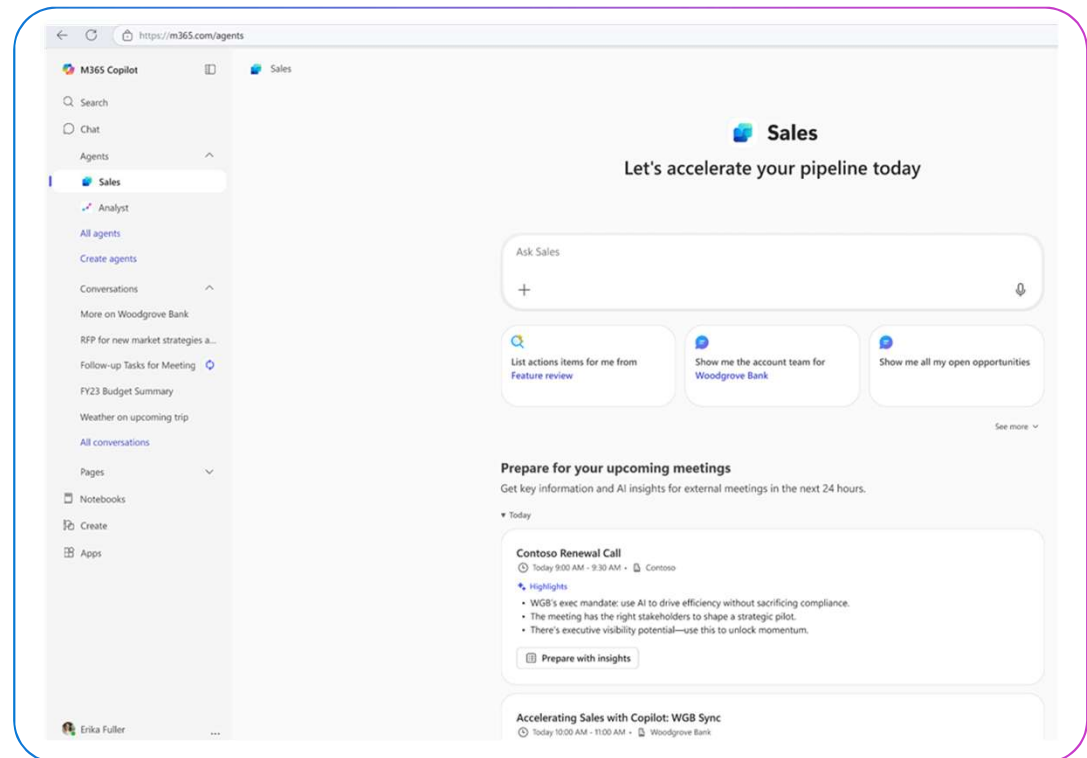
Sales, Service, and Finance agents

- Drives deal execution for Sales by surfacing sales insights, suggesting next actions, and updating CRM records directly in your workflow.
- Produces quick case summaries and drafts resolution-ready emails for Service teams to help service reps respond faster and more effectively.
- Understands ERP policies to guide reconciliation, detects anomalies and builds analysis-ready datasets, and drafts personalized customer communications for Finance teams.



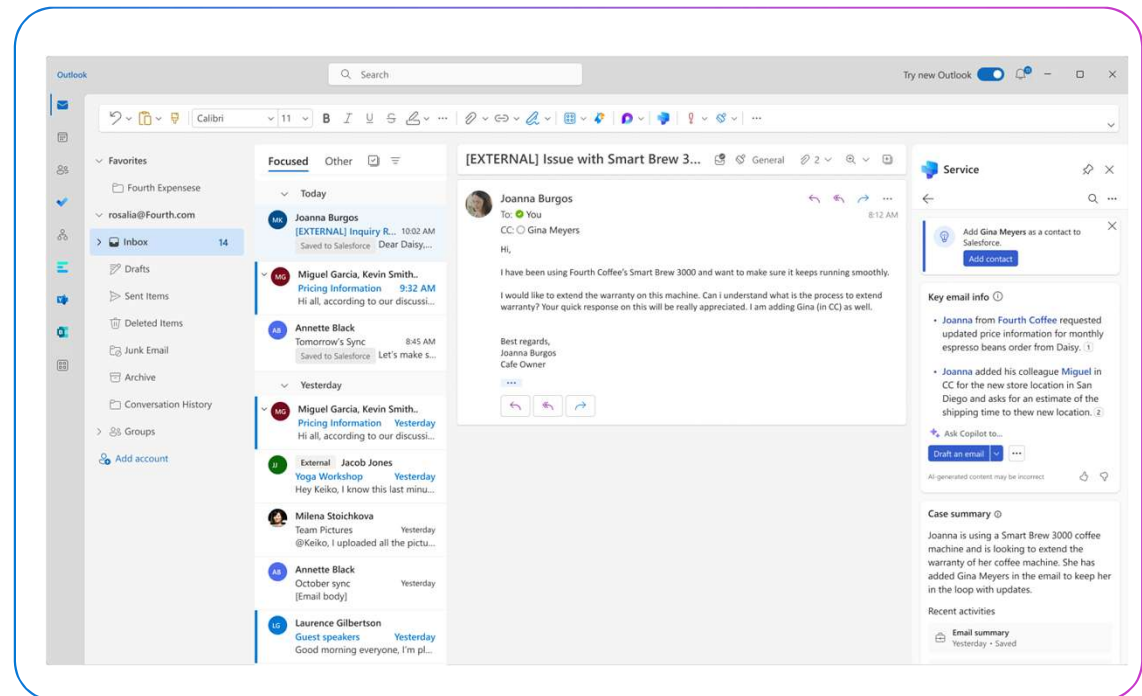
Sales Agent

- Microsoft 365 Copilot brings CRM data into the flow of work in Outlook and Teams
- Chat effortlessly with sales data on accounts and opportunities and ask Copilot for help like “Give me a list of deals at risk” or “Help me create a plan to close this deal”
- Access a personalized central hub with curated sales insights and proactive meeting preparation suggestions
- View and update CRM data in the flow of work.



Service Agent

- Microsoft 365 Copilot in Outlook and Teams helps service teams deliver faster, more personalized experiences
- Generate concise case summaries to help service reps quickly get up-to-speed
- Draft customer-ready emails with resolution details and other contextual service information
- View and update customer records without having to switch windows and navigate to the CRM



Finance Agent

- Microsoft 365 Copilot now brings ERP connected data directly into Excel and Outlook
- Copilot guided Financial reconciliation that understands your ERP policies—with automated matching and instant insights
- Variance analysis finds anomalies, explains drivers and provides actionable insights
- Data preparation creates analysis-ready datasets from ERP exports in minutes
- Copilot drafts personalized customer communications enriched with ERP details like payment history for fast customer responses

The screenshot displays a Microsoft Excel spreadsheet titled "Reconciliation Report". The report is divided into two main sections: "Demo trip budget" and "Demo bank statement". The "Demo trip budget" section shows a table with columns for "C4F Rec ID", "Date", "Expenditure category", "Budget amount", "Weekday (Reference)", and "EmployeeName (Refer...". The "Demo bank statement" section shows a table with columns for "C4F Rec ID", "Transaction date", "Transaction category", "Amount", and "Transactio...".

On the right side of the Excel window, there is a "Finance" sidebar with several sections:

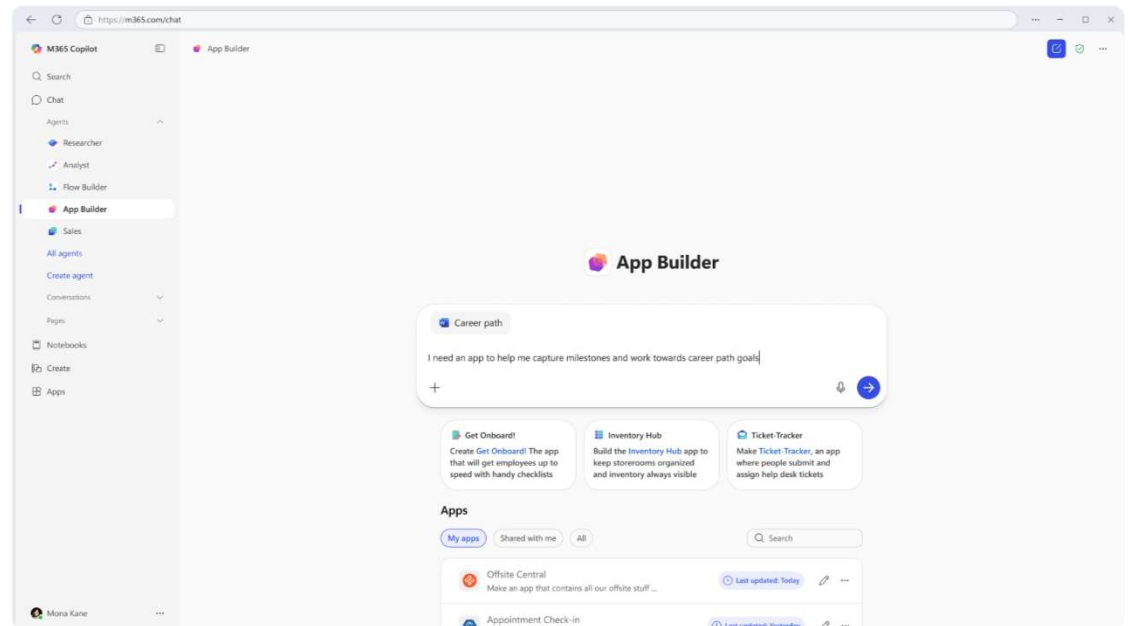
- Reconcile data**: Simplifies the process of reconciling data sets workbooks.
- Tables**: A list of tables used in the report.
- Keys**: A list of keys used for reconciliation.
- Reference columns (optional)**: A list of reference columns used for reconciliation.
- Insights**: A list of insights generated by the Copilot agent, including:
 - Only one transaction remains unmatched. A transaction in Remittance payments cannot be identified as a potential match in Customer account transactions. Therefore, it requires immediate attention and resolution to reconcile the outstanding balance.
 - There are five transactions that potentially match. Each Customer account transaction potentially matches with one transaction in Remittance payments. A potential match is found based on the Customer account transaction reference and the Remittance payments invoice number.
 - The values match in more than 97% for all five transactions and in 100% if a prefix or suffix is subtracted from or added to the value. It is recommended to consider these as meeting the

Generally Available and in Preview

App Builder

Empower people to build the apps they need, when they need them

- **Build interactive, no-code apps** in minutes to boost personal and team productivity
- Start quickly using your **existing data and documents** from Microsoft Graph.
- **Easily share with coworkers** like you would a document and launch them within Microsoft 365 Copilot.

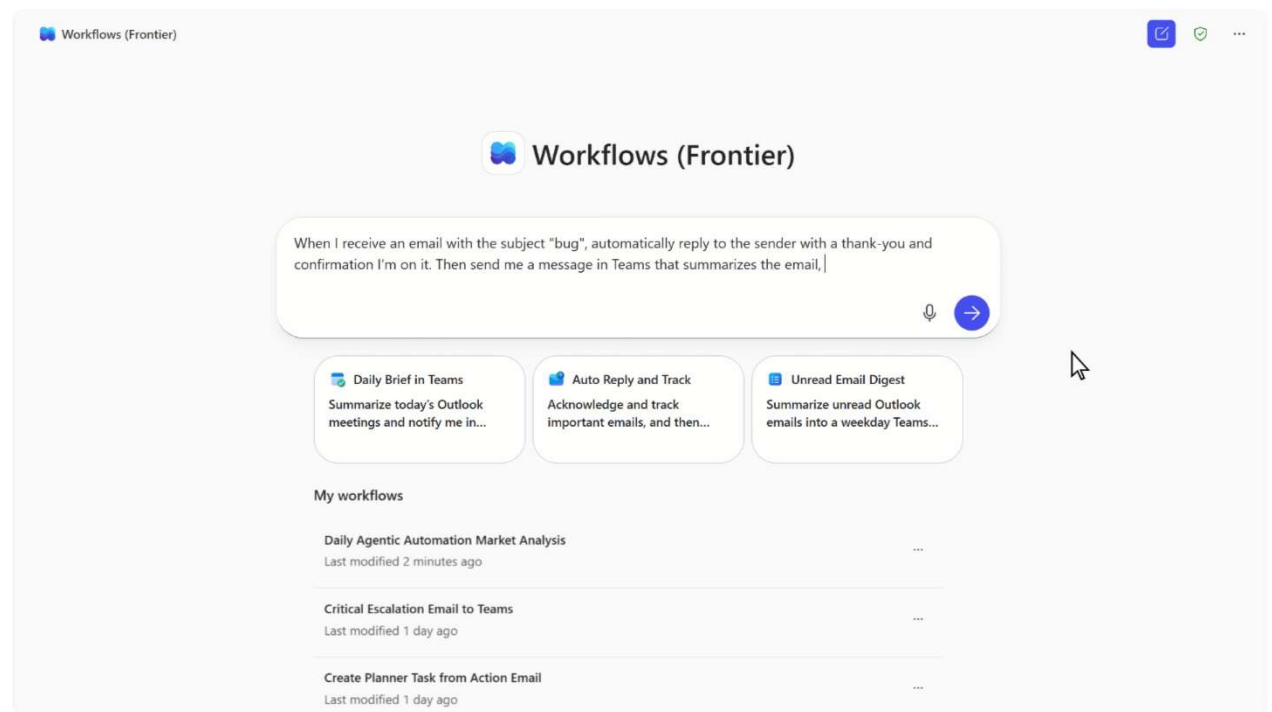


Rollout start to Frontier Program Oct 2025

Workflows

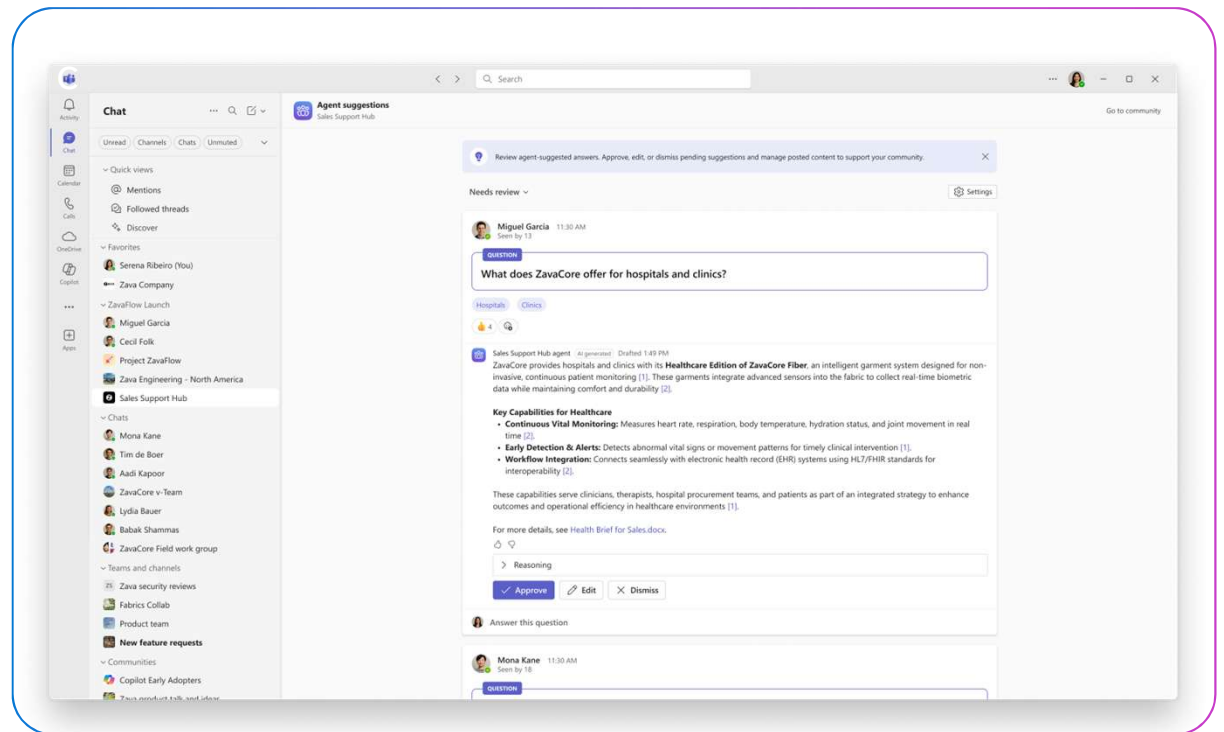
Create automations directly in chat using natural language and a visual interface

- Create automations directly in chat using natural language and a visual interface.
- Automate workflows across Microsoft 365 apps like Outlook, Teams, SharePoint, and Planner.
- Trigger actions based on a defined schedule or specific events like email or meeting activity or when a file is updated.



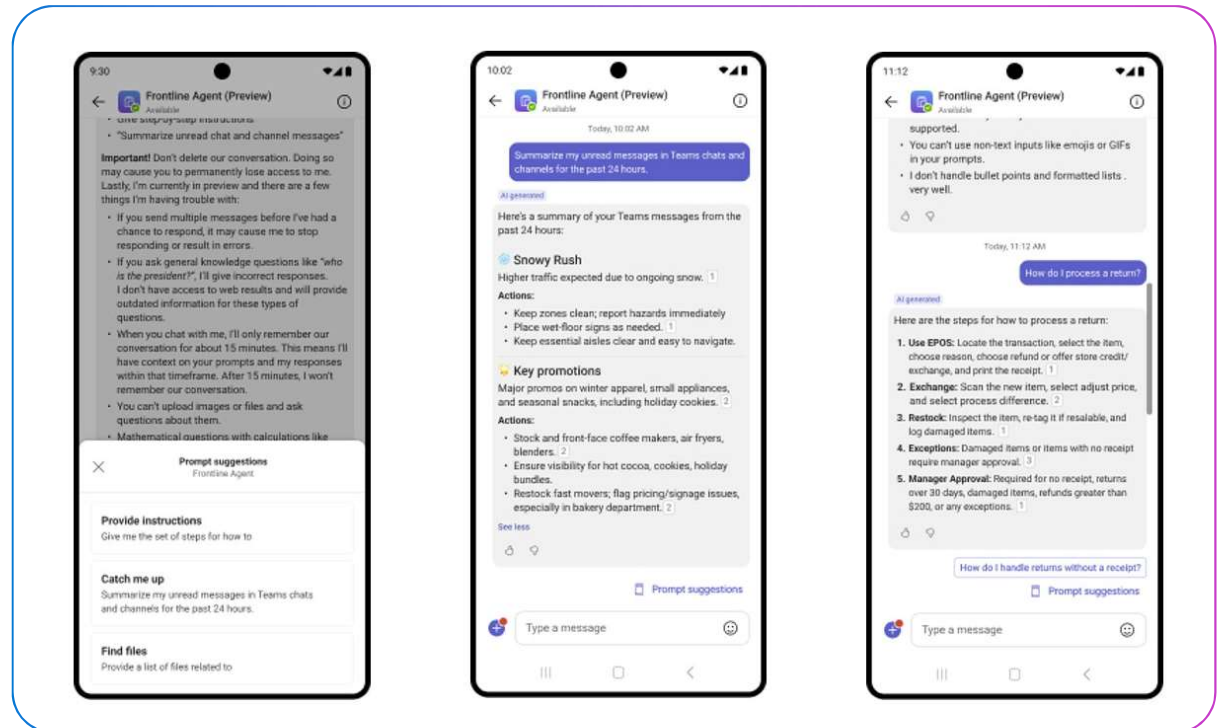
Agents in communities

- Helps communities thrive with contextual knowledge sharing as the agent is fine-tuned to stay grounded on community conversations and SharePoint.
- Proactively generates answers to open questions with references. Agent suggestions can be queued so admins and experts can efficiently review, edit, and approve responses.
- Deep reasoning shows how the agent arrived at a suggested answer. When an answer is approved by an admin or expert, it shows a "Verified" note.



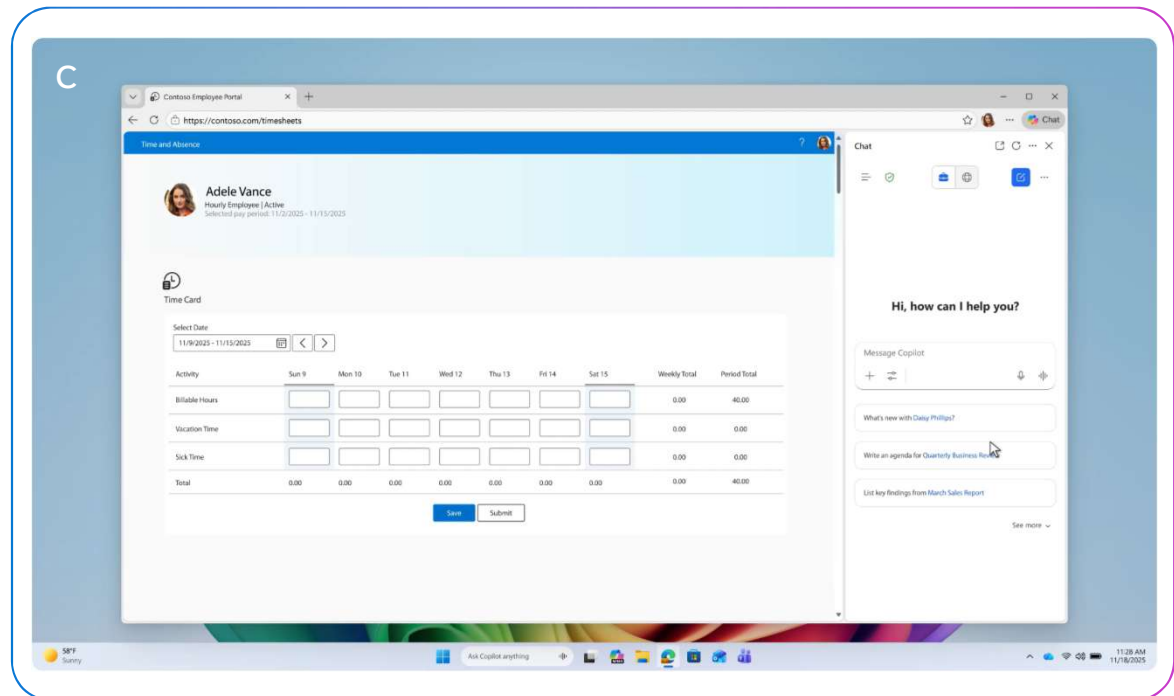
Frontline Agent

- **Reduces frontline downtime and rework** by giving workers instant answers from policies, procedures, and Teams conversations—without searching or retraining.
- **Improves shift continuity** and execution through automated catch-up summaries and end-of-shift handovers, reducing errors between handoffs.
- **Drives faster adoption** with low change management; out-of-the-box, embedded in Teams and Copilot, and requires no custom prompts or new tools.



Copilot in Edge for Business

- Synthesizes insights across up to 30 open tabs with multi-tab reasoning¹ to help you search and find sites that you've closed.
- Surfaces Copilot directly in the browser, providing chat, web search, and work-relevant recommendations every time a new tab opens.
- Executes multi-step workflows across websites with Agent Mode², helping to reduce repetitive tasks while keeping activity governed within the enterprise browser.



¹ Rollout start to General Availability March 2026

² Rollout start to Public Preview March 2026

AI in SharePoint

- Plans, creates, and updates the content when you describe what you want to do.
- Makes work in SharePoint quick – whether you're organizing libraries, cleaning up sites, creating content or finding information.
- Enriches the SharePoint content with metadata and keeps sites current, so Copilot and agents can deliver more relevant answers.

The screenshot displays the SharePoint AI interface. At the top, a text box asks "What will you build today?" and contains the prompt: "Create a site for the Responsible AI team at Zava. The site should have a map of the overall process, links to the latest resources on Responsible AI, and a link to contact your RAI champ." Below the prompt are three suggested actions: "Manage a project", "Manage content", and "Promote an event". Each action includes a brief description of its purpose. Below these suggestions is a "Start building" section with four options: "Site", "List", "Document library", and "Agent", each with a representative image and a short description of its capabilities.

What will you build today?

Create a site for the Responsible AI team at Zava. The site should have a map of the overall process, links to the latest resources on Responsible AI, and a link to contact your RAI champ.

Manage a project
Create a project management site to help my team collaborate, track progress, and organize shared files.

Manage content
Create a content management site to help me review, organize, and share official content.

Promote an event
Create a site to promote an event, including sections for the schedule, travel details, and featured speakers.

See more ▾

Start building

Site
Create a shared space to collaborate or communicate across your organization.

List
Track tasks, manage data and organize information with flexible views, collaboration, and automation.

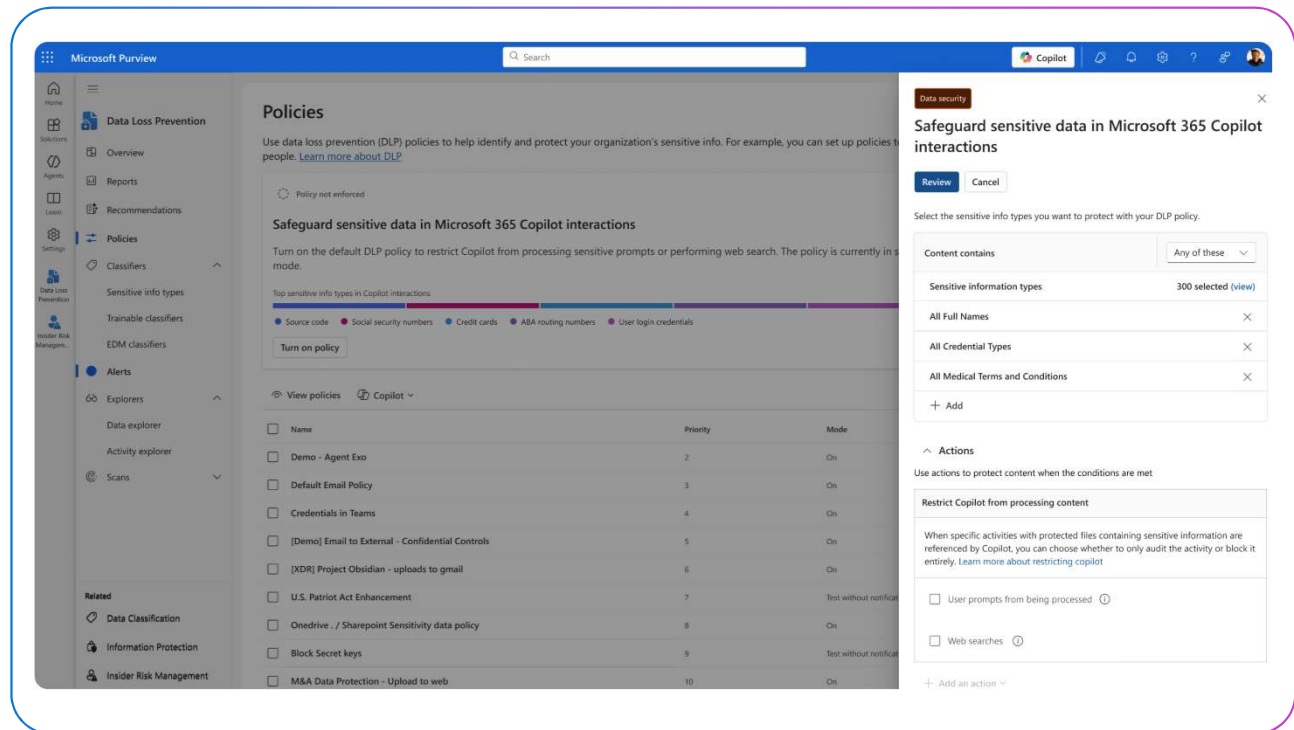
Document library
Store, organize and collaborate on files with versioning, tagging, and secure sharing in one place.

Agent
Streamline workflows, boost productivity, and get content-aware answers across your SharePoint access.

Microsoft Purview Data Loss Protection (DLP) for Copilot

Enable admins to set up granular Purview DLP policies based on unique business needs

- **DLP for Copilot** – blocks Copilot from *processing Microsoft 365 data* based on sensitivity labels applied.
- **DLP for Copilot to safeguard prompts** - inspects *what users type into Copilot* and blocks response if the text prompt itself contains sensitive information.
- **DLP for Copilot to safeguard web search** - prevents *text prompts containing sensitive information from being sent to external web search*, while still allowing safe, internal grounding where permitted.



DLP for Copilot Generally available

DLP for Copilot to safeguard prompts Generally available

DLP for Copilot to safeguard web search Public Preview

Microsoft IQ

Unified intelligence for enterprise AI



Work IQ

“How your employees work”

Context on people,
collaboration, and workflows



Foundry IQ

“Your institutional knowledge”

Context on policies, authoritative
documents, and knowledge bases



Fabric IQ

“The state of your business”

Context on business entities,
systems of record, and actions

Advantages of Microsoft's integrated approach Copilot + Microsoft 365

Enterprise-grade security

- Respects Microsoft's security and privacy policies, including role-based access control, sensitivity labels, and data loss protection (DLP).
- Data stays within your tenant and data processing occurs inside the Microsoft Security Trust Boundary
- Copilot can inherit Microsoft 365 compliance policies and commitments including FedRamp, ISO42001, and other regulatory frameworks
- Full adherence to Microsoft 365 compliance controls, audit requirements, and enterprise data protection (EDP) policies
- Granular access controls, telemetry, and centralized usage & ROI analytics

Integrated with M365 apps

- AI-driven insights by connecting signals across Outlook, Teams, SharePoint, Viva, and more.
- Persistent conversations that pick up where you left off
- Built-in AI assistance that automatically surface insights and actions across the Microsoft 365 apps
- In-app editing and app specific skills available

Contextual awareness

- Graph grounding across all work data across, Microsoft 365 apps, and external 3P data
- Unified chat experience that remembers the user and conversation
- 2 layers of semantic indexing: at the user and tenant levels
- Higher quality and context-rich, personalized responses
- Ingest external data (e.g., from ServiceNow, Jira, or custom LOB apps) into Microsoft Graph, making it accessible to Copilot and Search.

Why choose Copilot for artifact creation

Copilot creates AI content the same way teams already work — collaboratively, securely, and in one shared version.

1

Grounded in your work

Uses Work IQ, so edits reflect what's current and relevant across your files, meetings, emails, chats and relationships.

2

Native app fidelity & integration

Creates real Excel formulas, pivot tables, and charts; uses company templates in PowerPoint; and applies Word templates, so outputs work as intended.

3

Built for collaboration

Supports team collaboration in shared files stored in OneDrive and SharePoint, so teams iterate on a single, shared version.

4

Trusted

Enforces M365 permissions and labels, saves to OneDrive/SharePoint and applies tenant controls, protecting against unauthorized processing and enabling governance at scale.

5

Comprehensive visibility

Applies changes directly in Word, Excel, PowerPoint and Outlook, so edits are transparent, reviewable, and reversible as you iterate.

6

Model choice

Brings leading models from multiple providers into your work experience, so you can get high-quality output for the task without switching tools.

Editing with Copilot in Word, Excel, and PowerPoint

Deliver high-quality content from start to finish—Copilot creates documents, spreadsheets, and presentations and does the work for you in Word, Excel, and PowerPoint.

- Integrated with apps: Copilot works with real Word styles, Excel formulas and tables, and PowerPoint layouts.
- Grounded in trusted sources: Leverage your files, emails, and meetings with Work IQ*, and web grounding for external sources when needed. In Excel, choose the OpenAI or Anthropic model that best supports your analysis.
- Built for collaboration: Created files are stored in OneDrive and SharePoint, so teams can work with Copilot on one version—no copies to manage.

The screenshot displays the Microsoft Excel interface with a financial statement. The main window shows a table with columns for 'Three Months Ended March 31' and 'Nine Months Ended March 31', and rows for 'Revenue', 'Cost of revenue', and 'Net income'. The 'Net income' row shows values of \$25,824, \$21,939, \$74,599, and \$66,100. On the right side, the 'Edit with agent mode' sidebar is open, showing a prompt: 'Add gross, operating and net profit margin, as well as earnings per share (basic and diluted). Next, add a visualization showing revenue, cost and gross margin.' Below the prompt are three suggested actions: 'Summarize this workbook in 3 bullet points', 'Add a breakdown of Service and Other revenue', and 'How does this compare to our FY23 data?'. The sidebar also includes a 'See more' link and a 'Give Feedback to Microsoft' button at the bottom.

	Three Months Ended March 31		Nine Months Ended March 31	
	2025	2024	2025	2024
Revenue:				
Product	\$15,310	\$17,080	\$48,810	\$51,056
Service and other	54,747	44,778	158,473	128,839
Total revenue	70,056	61,858	205,283	180,395
Cost of revenue:				
Product	3,037	4,339	10,187	13,834
Service and other	18,882	14,166	53,630	40,996
Total cost of revenue	21,919	18,505	63,817	54,430
Gross margin	48,147	43,353	141,466	125,965
Research and development	8,198	7,653	23,859	21,454
Sales and marketing	6,212	6,207	18,369	17,640
General and administrative	1,737	1,912	5,233	5,363
Operating income	32,000	27,581	94,206	81,508
Other expenses, net	(823)	(854)	(3,194)	(971)
Income before income taxes	31,177	26,727	91,011	80,537
Provision for income taxes	5,553	4,788	16,412	14,437
Net income	\$25,824	\$21,939	\$74,599	\$66,100

Copilot in Word and Excel Rollout start to General availability early February 2026 (Web, Win 32, Mac).

Copilot in PowerPoint Rollout start to General availability in March 2026 (web) and early April 2026 (Win 32, Mac).

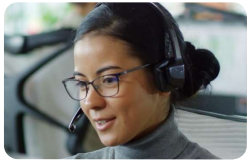
Word and PPT excludes EU and UK

*Work IQ currently available in Word. Excel Work IQ expected rollout start April 2026.

Enterprise grade AI

Security and governance	Data encryption at rest and in transit
	Data residency, EU Data Boundary
	Certifications (SOC, ISO, GDPR, HIPAA, FedRAMP, EU AI Act, DORA)
	No training foundation models on customers data
	Respect your enterprise identity model
	Purview Sensitivity label honoring and inheritance, Data Loss Prevention policies
	Prompts/responses logged, retained, investigated through Purview DSPM and eDiscovery, and deleted according to org policy
	Granular web search controls and audit of web search queries
	Prevention and detection of risky usage like harmful content and prompt injections*
Management controls	Access management
	Metering and consumption management
	Agent lifecycle management
	Customization (supports agent extensions or integrations (e.g. agents grounded in organizational content))
Measurement and reporting	Readiness, adoption, and usage metrics in total and at user level
	Usage by app
	Agent usage reports

Functional Transformation



Customer Service

Self-help

Support assignment

Issue diagnosis

Problem resolution

Continuous improvement



Sales

Customer self-service

Lead generation

Customer engagement

Negotiations & closing

Post-sale follow-up & upsell

Sales analysis & forecasting



Finance

Quote to cash

Record to report

Tax & treasury

Planning & analysis

Risk management and compliance

Procure-to-pay



Marketing

Customer insights & strategy

Demand generation

Content creation

Campaign execution

Predictive analysis

Personalization

Sales enablement & recommendation



HR

Employee engagement

Recruiting

HR admin & payroll

Compensation & benefits

Learning & development

Talent management

HR strategy & planning



Legal

Regulatory & compliance management

Contracting

Risk management

Litigation

Consultation

Intellectual property

Advisory services



IT

Data management

Software management & acquisition

Device management

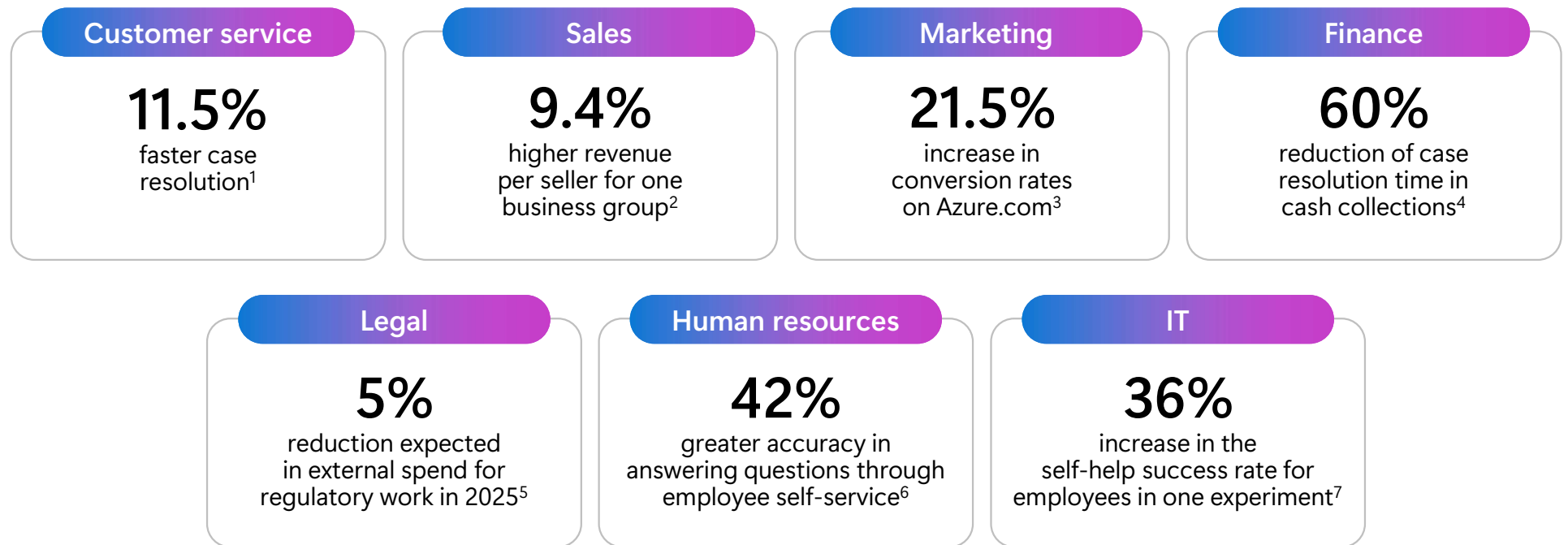
IT operations

Network operations

Information security

Change management & user adoption

Copilot's early impact at Microsoft



1. Internal CSS experiment conducted by Microsoft; 600 participants using Copilot Q&A function, Azure Core team; Nov. - Dec. 2023. These results are statistically significant at the 95th percent confidence interval.

2. Internal Microsoft sales team data based on 687 sellers of Microsoft 365 Copilot from Jan. - June 2024, as compared with sellers with low usage of Copilot. Regular usage of Copilot means sellers who use Copilot daily at least 50% of the time during the testing period.

3. Internal Microsoft marketing team data. June - Sept. 2024. Conversion means initiating the free account sign up process on Azure.com.

4. Internal Microsoft Finance data, Oct. 2023 - Aug. 2024.

5. Projected numbers based on internal Microsoft legal team study. 56 participants. May 2024. These results are statistically significant at the 95th percent confidence interval.

6. Internal HR experiment conducted by Microsoft, 33 participants, Oct. 2024. These results are statistically significant at the 95th percent confidence interval.

7. Internal Microsoft IT experiment. 46 employee participants. Sept. 16-27, 2024. Success rate means: Use of self-help resources through to resolution without contacting an agent. These results are statistically significant at the 95th percent confidence interval.

Resources

Stay informed

- [M365 Copilot Release notes](#)
- [What's new in Copilot Studio](#)
- [What's new in Teams](#)

Look ahead

- [M365 Roadmap](#)
- [Copilot Chat Roadmap](#)
- [Frontier Program](#)

Prepare

- [Solution assessments](#)
- [Copilot Studio estimator](#)
- [MS AI Transparency report](#)

Find a partner

- [Partner Directory](#)
- [Unified Overview](#)
- [AI Co-Innovation Labs](#)

Dive deeper

- [M365 Copilot architecture](#)
- [IT docs](#)
- [M365 Copilot Help and Learning](#)

Pilot and scale

- [Copilot Success Kit](#)
- [30-Day AI Journey](#)
- [M365 Accelerator Guides](#)