Microsoft Copilot FAQs

1. **Who is eligible to purchase Copilot for Microsoft 365?**

   Copilot for Microsoft 365 is available to more of our commercial and educational customers, including businesses of all sizes as an add-on to existing subscriptions for $30 per user per month. There is no minimum seat requirement. Licensing prerequisites include:
   - Microsoft 365 E5
   - Microsoft 365 E3
   - Office 365 E3
   - Office 365 E5
   - Microsoft 365 Business Standard
   - Microsoft 365 Business Premium
   - Microsoft 365 A5 for faculty – for EDU customers
   - Microsoft 365 A3 for faculty – for EDU customers
   - Office 365 A5 for faculty – for EDU customers
   - Office 365 A3 for faculty – for EDU customers

   Coming soon!
   - Microsoft 365 Business Basic—will be eligible to purchase Copilot coming soon.
   - Microsoft 365 F1 – will be eligible to purchase Copilot coming soon.
   - Microsoft 365 F3 – will be eligible to purchase Copilot coming soon.
   - Standalone customers—will be eligible to purchase Copilot in the coming weeks: Microsoft 365 Apps for Enterprise, Microsoft 365 Apps for Business, Exchange Online, SharePoint Online, Teams Essentials, Teams EEA, Project Online, and Visio Online.
   - *Microsoft 365 A5 for faculty – for EDU customers.
   - *Microsoft 365 A3 for faculty – for EDU customers.
     - *Via EES or CSP only.

2. **Are there any licensing or benefits between different base licenses e.g., E3 vs E5, SMB Std vs. Prem, or the Commercial MW Standalones?**

   There are differences depending on the base M365 or standalone user subscription. The Copilot add-on will only work for the individual products and services within the base user subscription. For example, if an Exchange Online customer buys Copilot, they will benefit from Copilot in Outlook via the web. If the base user subscription is M365 Business Basic, the Copilot for M365 add-on would not unlock any Copilot features for Office applications. If the base user subscription is M365 Business Standard, the Copilot for M365 add-on would include Copilot features for Office applications.

3. **Are there Internal Use Rights (IUR) licenses available for CSP Partners?**

   No, there are no Copilot for Microsoft 365 licenses available for Partners through Internal Use Rights (IUR).

4. **Will there be an annual/billed monthly option for CoPilot?**

   Currently there is only annual/billed annual in CSP. Currently, the only option to purchase Copilot for M365, Copilot for Sales, and Copilot for Service is the annual subscription. Copilot Studio SKU can be purchased as a monthly subscription.

5. **Does the CSP Copilot for Microsoft 365 add-on require the base license in the same program (CSP) - or can the base license come from an EA for example?**

   The qualifying base license requirements for Copilot for Microsoft 365 can come from another licensing program like an EA.

6. **How does the separation of Teams from O365/M365 impact Copilot for Microsoft 365 in the EU as EU can only offer EES Subscriptions?**

   Office 365 E3 EEA (no Teams), Office 365 E5 EEA (no Teams), Microsoft 365 E3 EEA (no Teams), Microsoft 365 E5 EEA (no Teams), Microsoft 365 Business Standard EEA (no Teams), and Microsoft 365 Business Premium EEA (no Teams) will all be valid Microsoft Copilot for Microsoft 365 Add-on prerequisite SKU.

7. **Copilot for M365 is in fact $360/user annual upfront payment on CSP. Will this change to allow monthly payment any time soon?**

   Currently, the only option to purchase Copilot for M365, Copilot for Sales, and Copilot for Service is the annual subscription. Copilot Studio SKU can be purchased as a monthly subscription.

8. **Can a copilot subscription be co-termed to an existing M365E3/5 subscription?**

   Yes. Copilot for Microsoft 365 subscriptions can be co-termed to qualifying Office 365 and or Microsoft 365 user subscriptions. Once you have selected the Copilot for Microsoft 365 product and added it to the cart, you have the option of choosing the co-term date.

9. **Can a Copilot for Microsoft 365 license be assigned to a guest user on a tenant?**

   No, guest user access to Copilot capabilities is not supported at this time.

10. **Does Copilot for Sales/Service include the full Copilot for Microsoft 365 functionality?**

    Yes. Both Copilot for Sales and Copilot for Service include the full Copilot for Microsoft 365 functionality.

11. **Can I buy Copilot in CSP when M365 is in EA?**

    You can purchase Copilot for Microsoft 365, Copilot for Sales and Copilot for Service through CSP when qualifying base licenses come from another Volume License program such as an EA.

12. Is Copilot Sales/Service different to Dynamics 365 Copilot?

Copilot for Sales and Copilot for Service are distinct from Sales Copilot built into Dynamics 365. For example, Copilot for Sales can integrate with third party Customer Relationship Manager (CRM} products such as Sales Force. Sales Copilot provides Copilot features for use within Dynamics 365 environment. Additionally, users licensed with Dynamics 365 Sales Premium and Copilot for Microsoft 365 are granted full Copilot for Sales rights.

13. When will non-profit licenses for Copilot for M365 be available?

Non-profit licenses for Copilot for M365 are not currently available.

14. Can non-profit customers purchase Copilot for M365, do the base products need to be Corporate or can they be the Non-Profit base products?

Non-profit customers can purchase Copilot for M365 (commercial) and use their underlying non-profit licenses to fulfill the requirements of O365/M365 E3/E5.

15. Is Copilot Studio included in the Copilot for M365?

Copilot Studio is a separate license from Copilot for M365.

16. Is Copilot Studio the only SKU that could be purchased on a monthly basis?

Copilot Studio SKU can be purchased as a monthly subscription.

17. To buy Copilot studio, do I need to be an eligible Microsoft subscription even though it's licensed per tenant?

You do not need a Microsoft 365 tenant to buy and use Copilot Studio, but a customer must have an active Azure Subscription as Copilot Studio is licensed as a capacity pack per tenant. A Microsoft 365 subscription enhances the overall integration and functionality of Copilot Studio, as Copilot Studio can build copilots on any supported channel and access data using premium connectors.

18. What are the license entitlements for Copilot Studio?

The Copilot Studio offer is sold in capacity packs. Capacity packs are priced at $200 per tenant /month. Each capacity pack includes 25,000 messages per tenant/month. The licensing entitlements for each capacity pack include:
- Messages: 25,000 messages per tenant/month
- Message Consumption rates: 1) Regular (Non-generative AI) = 1 message, 2) Generative AI answers over your data = 2 messages. Customers can use a mix of regular and Generative AI messages.
  - A Generative AI enabled conversation consists of 2 message responses: the regular response and a secondary Generative AI answer

- Billed messages definition: Copilot Studio messages are the common currency across Copilot Studio capabilities. A billed message is a request or message sent to the copilot triggering an action and/or response. Examples: a) user asks copilot when a store is open, and copilot replies with store hours = 1 billed message b) copilot proactively greets the user on a website = 1 billed message, c) user asks copilot for store hours for the upcoming holiday, copilot responds using Generative AI = 2 billed messages.
- Copilot: Create and iterate chatbot topics using expanded natural language capabilities
- Power Automate for Copilot Studio: Create cloud flows (automated, instant, and scheduled flows) within the context of Microsoft Copilot Studio bots
- Connectors: Standard, Premium and Custom connectors
- Dataverse for Copilot Studio
  - Dataverse default capacity
    - 5 GB Database Capacity
    - 20 GB File Capacity
    - GB Log Capacity

19. What is the main difference between Copilot Studio full licenses, Copilot Studio in Copilot for Microsoft 365, and Copilot Studio for Teams?

The main difference among the family Copilot Studio plans is with the channels where you publish your conversational experience.
- With the full Copilot Studio license, you can publish on any channel (internal or external) and build standalone business to customers (B2C) or business to employees' (B2E) copilots. The full Copilot Studio offer is sold in capacity packs which are priced at $200 per tenant/month. Each capacity pack includes 25,000 messages per tenant/month.
- With Copilot Studio in Copilot for Microsoft 365 you can customize and publish plugins for M365 Copilot channel only and you cannot build standalone copilots. These limited Copilot Studio use rights are included in Copilot for Microsoft 365 licenses ($30 per user) and no additional purchase is required (though a $0 SKU is required for all users who create copilots).
  - Both the full Microsoft Copilot Studio and Copilot Studio in Copilot for Microsoft 365 come with standard, premium and custom Power Platform connectors.
- With Copilot Studio for Teams, you can publish to Teams channels only. This is a light seeded license that does not include generative AI or premium connectors and is typically used for simple conversational experiences only. Use rights are a benefit of select M/O365 licenses:
  - Office 365 E1, E3, E5, F3, Microsoft 365 E3, E5, F3
  - Microsoft 365 Business Basic, Standard, Premium
  - Office 365 A3, A5, Microsoft 365 A3, A5

20. Copilot for Finance is in Preview

February 1, 2024, Microsoft introduced a preview of Copilot for Finance. There are no published release dates yet. You can read the announcement: Introducing Microsoft Copilot for Finance: Transform finance with next-generation AI in Microsoft 365. Please see the Microsoft Copilot for Finance (PREVIEW) page for more information.